CN!*Express*®
AutoProcessor

Version 3.6
PS2000 Compliant
Federally-Approved AES Encryption

P.O. Box 458
Peterborough, NH 03458
603-924-6079

sales@AuricSystems.com
support@AuricSystems.com
www.AuricSystems.com

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Part I. AutoProcessor Installation, Configuration, and Operation

Chapter 1. Welcome to the AutoProcessor

Thank you for selecting CN!*Express* AutoProcessor to automatically manage your credit card, purchase card, and check transactions. The AutoProcessor connects you directly with your credit card, purchase card, and check processing service.

The AutoProcessor offers the following features:

- Automatically communicates with an external application and your processing service to process credit card, purchase card or check transactions
- Handles text files containing any number of transactions; there's no size limit, whether the file contains one transaction or thousands
- Stores account numbers in its data base using Federally-Approved AES Encryption

Two management tools accompany the AutoProcessor. The Viewer lets you view and summarize the AutoProcessor's activity; the Capture Manager lets you manually process held authorizations. For more information, see the *AutoProcessor Management Tools* manual.

The AutoProcessor works with many different operating systems, applications, and processing services. No matter where your business takes you, CN!*Express* AutoProcessor is ready.

This chapter contains information on using this manual and contacting Auric Systems International.

Using this Manual

The step-by-step instructions in this manual explain how to configure and operate the AutoProcessor using the on-screen menus and buttons for most tasks.

Organization

This manual has three parts:

- Part I describes the installation, configuration, and operation of the AutoProcessor
- Part II describes information specific to your processing service
- Part III contains the appendices and index for the entire manual.

Conventions

The titles of screens and any information that appears on the screens (for example, the names of menus) are printed as follows: File menu.

The names of keys on your keyboard are printed in bold as follows: **Enter**. If you prefer to use only keyboard commands with the AutoProcessor, see “Appendix A. Keyboard Shortcuts” on page III-3.

Printing This Manual

To view and print this manual from your computer's desktop:

1. Click on

2. Click on Programs.
3. Click on CN!Express AutoProcessor.
4. Click on CN!Express AutoProcessor User Manual.

To view and print this manual from the CN!*Express* AutoProcessor, press the **F1** function key on your keyboard. You can also:

1. Click on Help.
2. Click on User Manual.

The *AutoProcessor Management Tools* manual is also available from your computer's desktop and through the Help menu.

To view and print the manual(s), you need Adobe Acrobat Reader. You can download Acrobat Reader for free:

1. Click on Help.
2. Click on Get Acrobat Reader.
3. Follow the instructions at the Adobe Acrobat website.

Bound, hard copies of this manual and the *AutoProcessor Management Tools* manual are also available from Auric Systems International. Contact support (support@AuricSystems.com) to purchase your copies.

Contacting Auric Systems International

To contact Auric Systems International:

Phone:	603-924-6079
E-mail:	support@AuricSystems.com (technical support) sales@AuricSystems.com (sales)
Web Site:	www.AuricSystems.com

You can also reach the Auric Systems International home page directly from the Help menu:

1. Click on Help.
2. Click on Auric Systems International Home Page.

When you call or e-mail, please have your serial number handy. The serial number and activation key were e-mailed to you.

After you switch to the live AutoProcessor, you can find your serial number and activation key under the Help menu:

1. Click on Help.
2. Click on About.
3. Scroll down to find Serial Number and then Activation Key.
4. Write down the numbers.
5. Click on

to leave the Help menu.

Chapter 2. Installing the AutoProcessor

This chapter describes the minimum and recommended system requirements for the AutoProcessor, and how to install and uninstall the software on your computer system.

Minimum and Recommended System Requirements

Minimum System Requirements

The AutoProcessor **requires**:

- A minimum of 32 Mbytes of memory
- An active TCP/IP connection for submitting transactions to your processing service
- Internet Explorer 5.5 or higher, with 128-bit encryption installed.

The AutoProcessor runs on any of the following platforms:

- NT 4.0
- NT 2000
- XP

For initial installation, you'll need approximately 10 Mbytes of hard disk space.

Recommended System Requirements

For the best performance, use Windows NT 4.0, 2000, or XP, with a minimum of 128 Mbytes of memory.

You should keep a minimum of 100 Mbytes of free disk space to ensure a long-lived and trouble-free installation.

Additional information about system requirements is available at www.AuricSystems.com.

Important Information

Your processing service has its own minimum operating requirements. Contact your processing service directly for more information.

Installing the AutoProcessor

Preparing for Installation

The AutoProcessor requires an ***active TCP/IP*** connection to process transactions at all times.

You may install CN!*Express* Single User on the same computer with the AutoProcessor and/or the management tools.

The AutoProcessor always automatically installs in the demonstration (not the live) version. After you configure the AutoProcessor the way you want and practice using it, you switch manually to the live version.

- With the demonstration version of the AutoProcessor, transactions never go anywhere; the demonstration version merely acts as if they did. The demonstration version lets you try out the application and procedures without worrying about mistakes. However, you can't run the demonstration version on the same computer as the live version.
- With the live AutoProcessor, transactions are really sent to and processed by your processing service.

Auric Systems International strongly recommends that you run the demo AutoProcessor as an application (not a service) when you first install it.

Once you switch to the live version, you ***can't switch back*** to demo; you have to completely uninstall and reinstall the AutoProcessor.

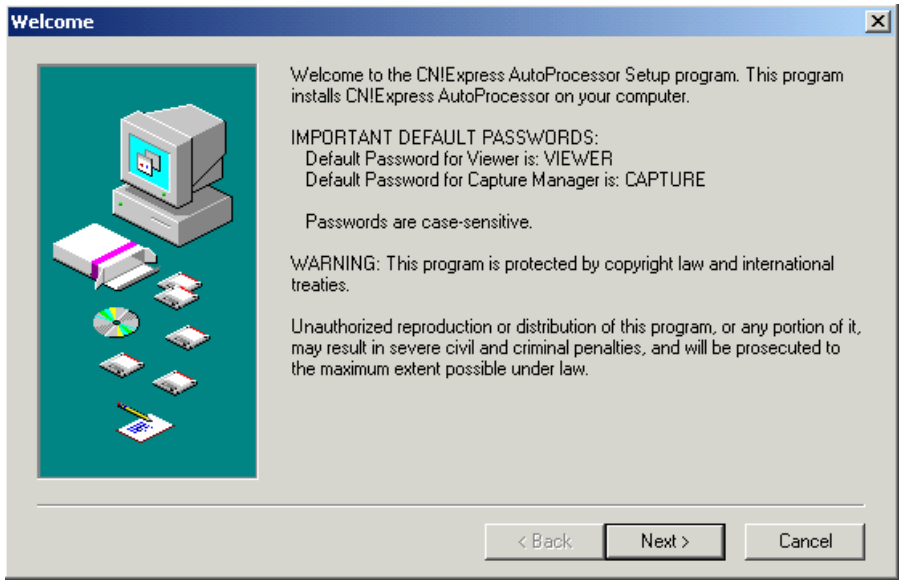
After you've configured the AutoProcessor and tested your configuration, you can switch to the live version (see page I-58) and install as a service (see " Chapter 5. Running the AutoProcessor As a Service" on page I-59), confident that the AutoProcessor will work smoothly.

If you decide to install only the AutoProcessor, you can always install the management tools later on, whether on the same computer or a remote computer or both (see the *CN!Express AutoProcessor Management Tools* manual). However, the service manager only installs with the AutoProcessor, not with the management tools.

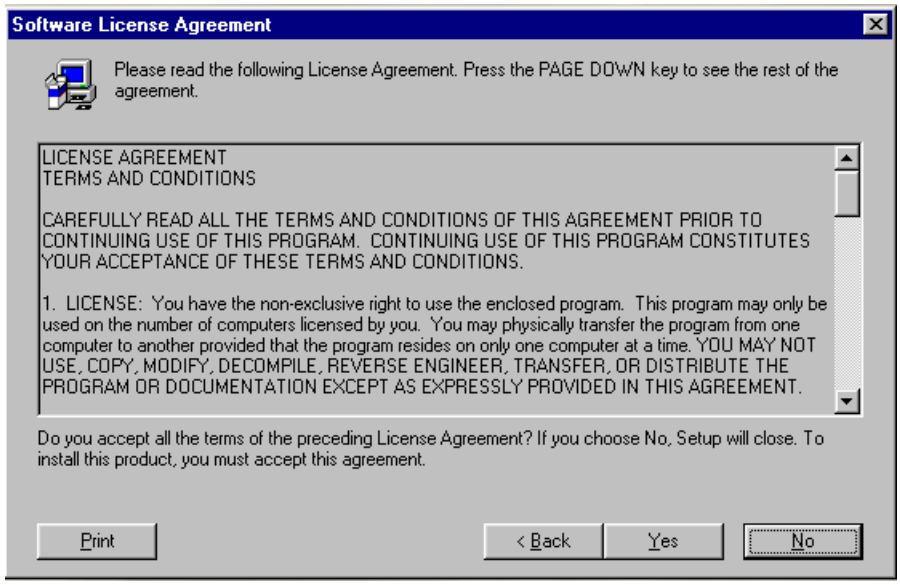
Installation Procedure

1. Begin the installation from the Auric Systems International web page (www.AuricSystems.com). Go to Downloads and follow the instructions for downloading the CN!*Express* AutoProcessor.
2. The following screen appears:

The management tools require passwords; the AutoProcessor doesn't.


Welcome
Welcome to the CN!Express AutoProcessor Setup program. This program installs CN!Express AutoProcessor on your computer.
IMPORTANT DEFAULT PASSWORDS:
Default Password for Viewer is: VIEWER
Default Password for Capture Manager is: CAPTURE
Passwords are case-sensitive.
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
< Back
Next >
Cancel

3. Click on Next > to view: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Please read the following License Agreement. Press the PAGE DOWN key to see the rest of the agreement.
LICENSE AGREEMENT
TERMS AND CONDITIONS
CAREFULLY READ ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT PRIOR TO CONTINUING USE OF THIS PROGRAM. CONTINUING USE OF THIS PROGRAM CONSTITUTES YOUR ACCEPTANCE OF THESE TERMS AND CONDITIONS.
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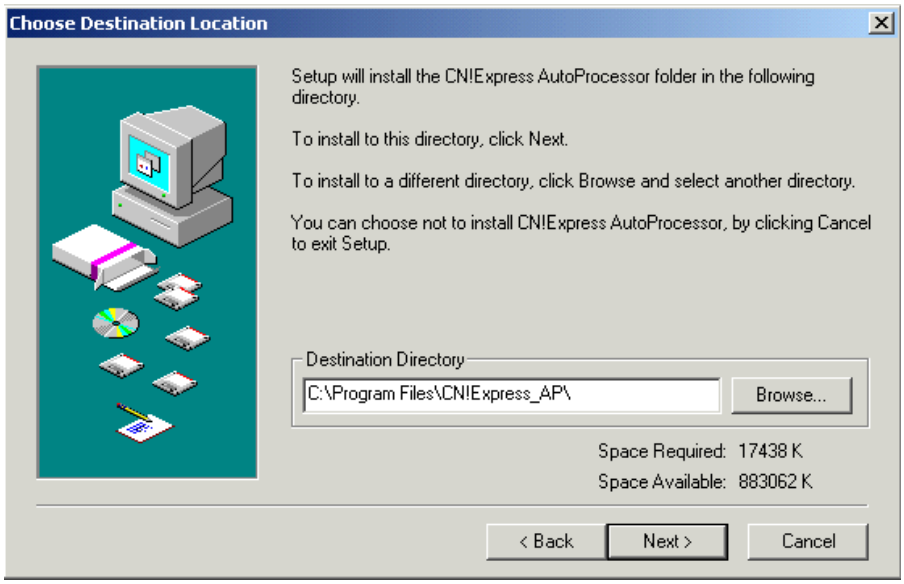
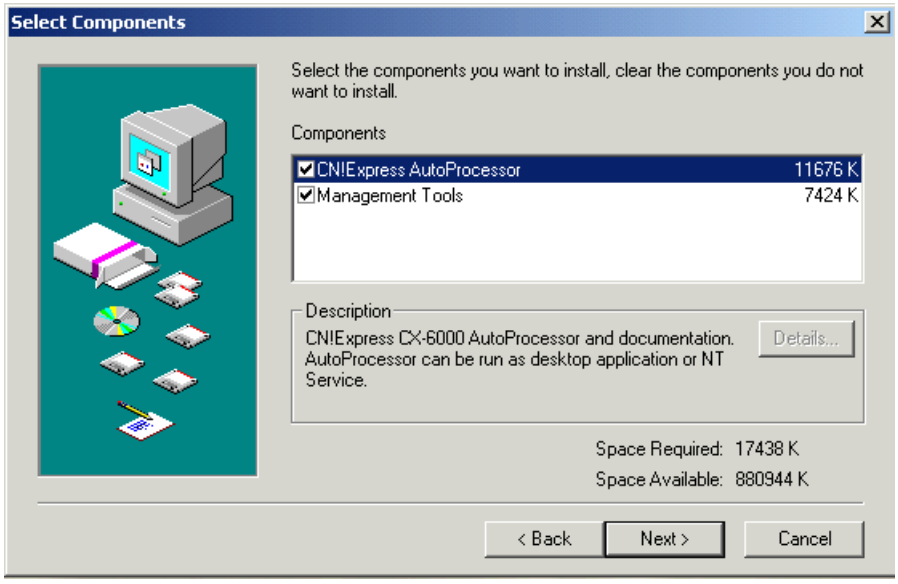
Do you accept all the terms of the preceding License Agreement? If you choose No, Setup will close. To install this product, you must accept this agreement.
Print
< Back
Yes
No

4. Read the license screen. Print it if you like. Click on Yes to accept the license and to view a screen like the following:


Choose Destination Location
Setup will install the CN!Express AutoProcessor folder in the following directory.
To install to this directory, click Next.
To install to a different directory, click Browse and select another directory.
You can choose not to install CN!Express AutoProcessor, by clicking Cancel to exit Setup.
Destination Directory
C:\Program Files\CN!Express_AP\
Browse...
Space Required: 17438 K
Space Available: 883062 K
< Back
Next >
Cancel

The Space Required and Space Available figures let you know if you have enough space on your computer to install the AutoProcessor. If you don't, cancel the installation until you have enough space.

5. Click on Next > to view a screen like the following:


Select Components
Select the components you want to install, clear the components you do not want to install.
Components
CN!Express AutoProcessor 11676 K
Management Tools 7424 K
Description
CN!Express CX-6000 AutoProcessor and documentation. AutoProcessor can be run as desktop application or NT Service.
Details...
Space Required: 17438 K
Space Available: 880944 K
< Back
Next >
Cancel

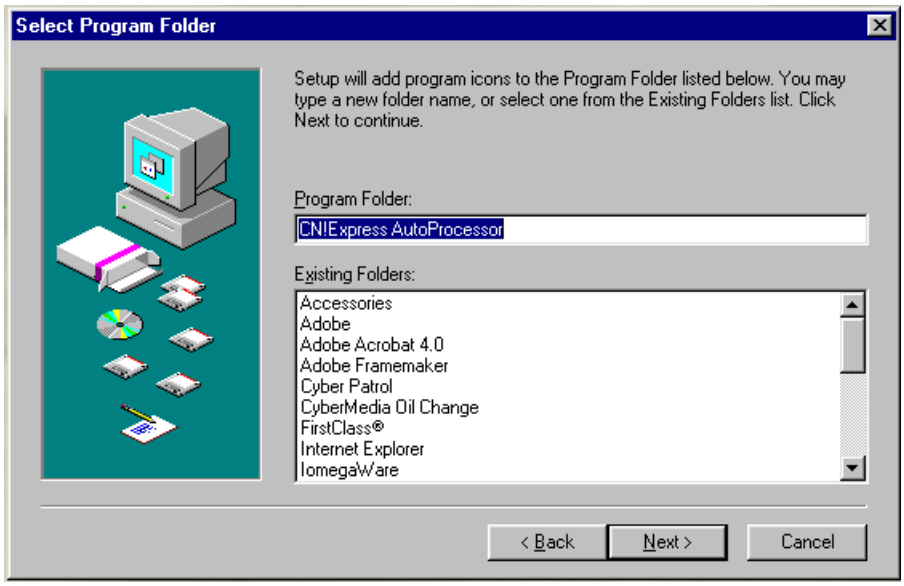
6. Do one of the following:

   - To install both the AutoProcessor and the management tools on the same computer, go to Step 7.

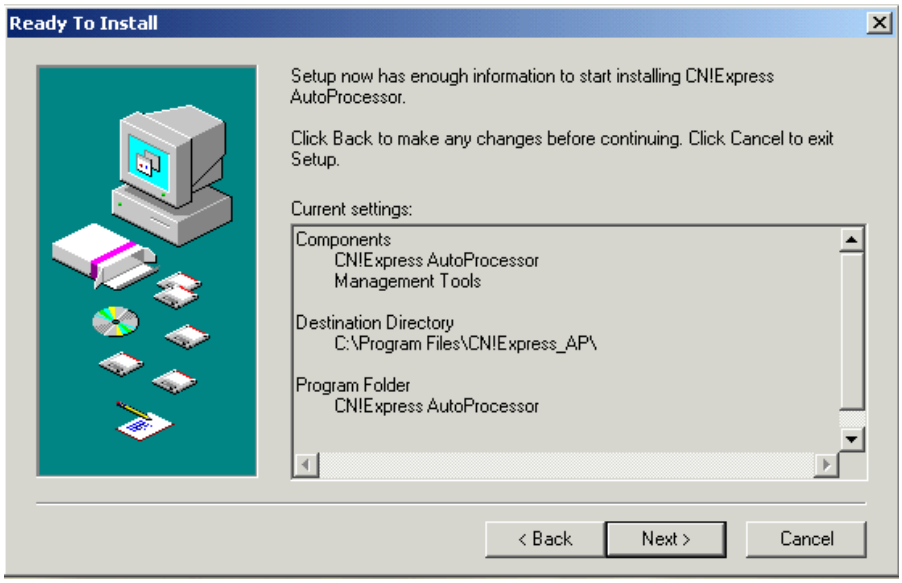
If you install just the AutoProcessor, you may want to install the management tools later, In that case, open the installer file, and repeat this installation procedure from Step 1. At Step 6, remove the check-mark next to CN!Express AutoProcessor but leave the check-mark at Management Tools. Go on to Step 7.

- To install just the AutoProcessor, click on the box next to Management Tools to remove the check-mark; then go to Step 7.

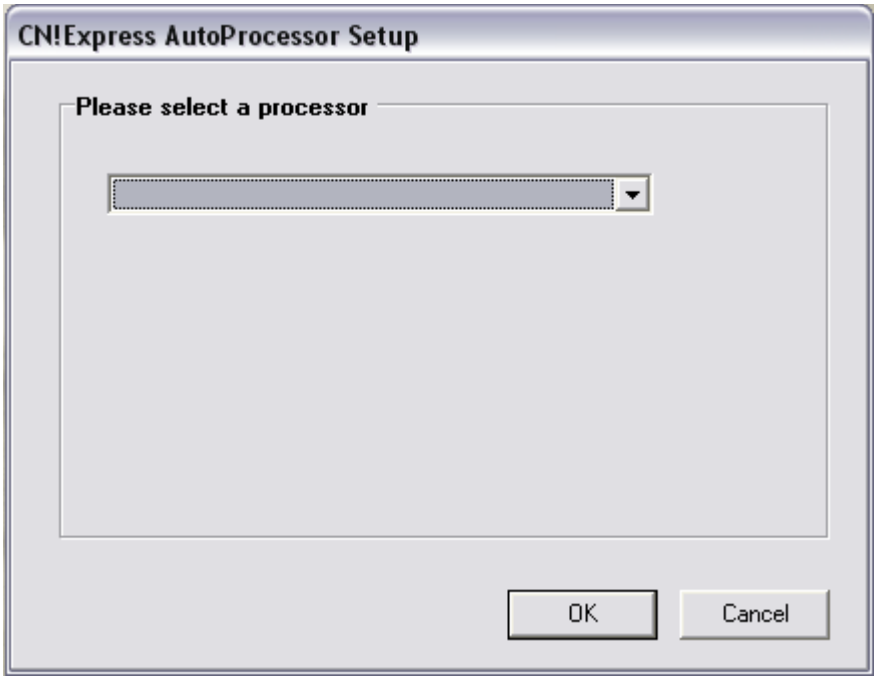
7. Click on Next > to view a screen like the following:



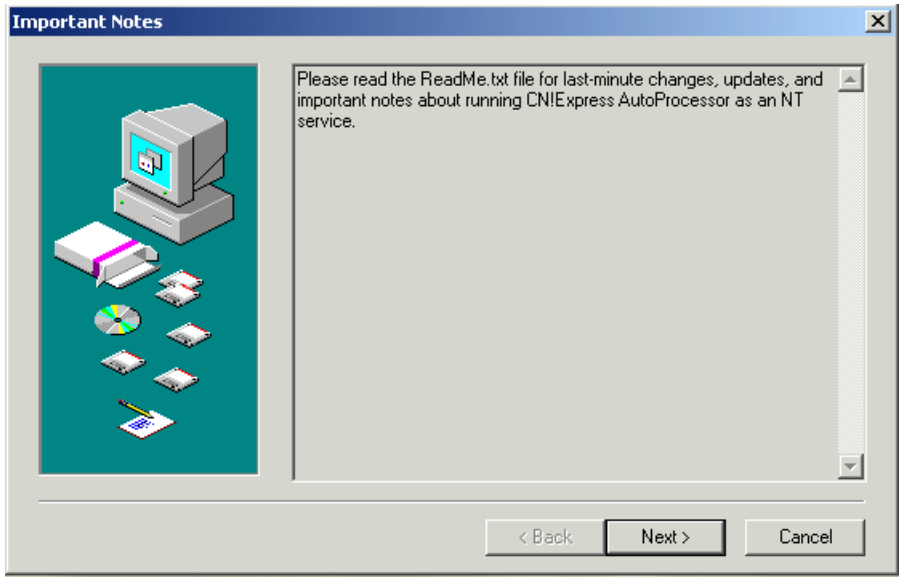
8. Click on Next > to view a screen like the following:



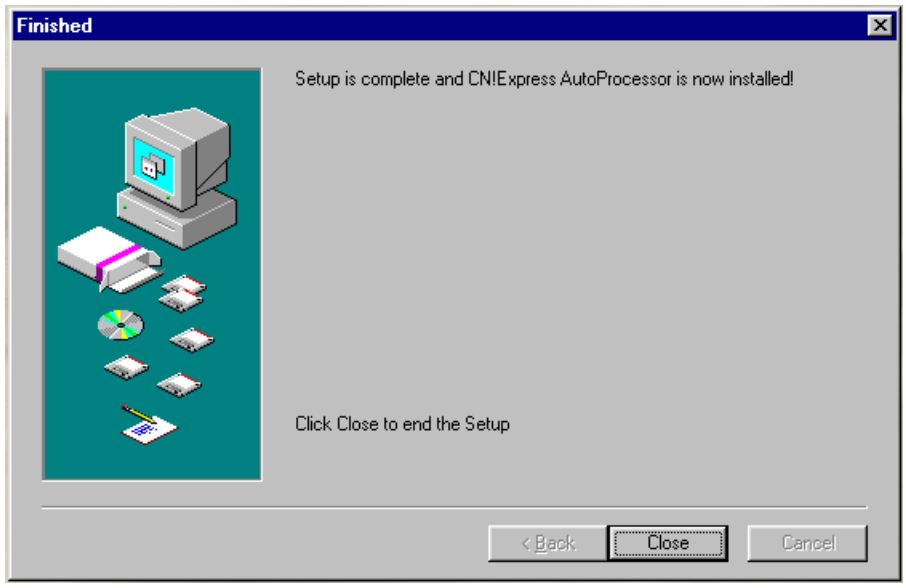
9. Click on Next > to view:



10. Click on OK to view:


Important Notes
Please read the ReadMe.txt file for last-minute changes, updates, and important notes about running CN!Express AutoProcessor as an NT service.
< Back
Next >
Cancel

11. Click on Next > to view:



12. Click on Close

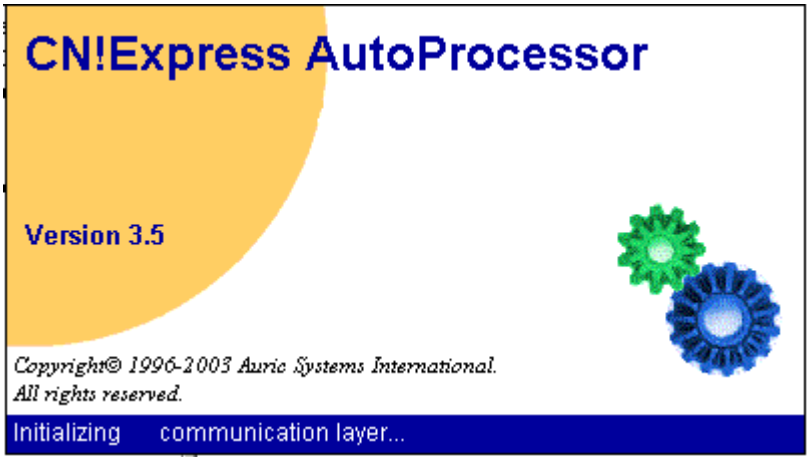
The AutoProcessor is now installed. The management tools are also installed, unless you decided against installing them at Step 6.

Starting the AutoProcessor the First Time, As an Application

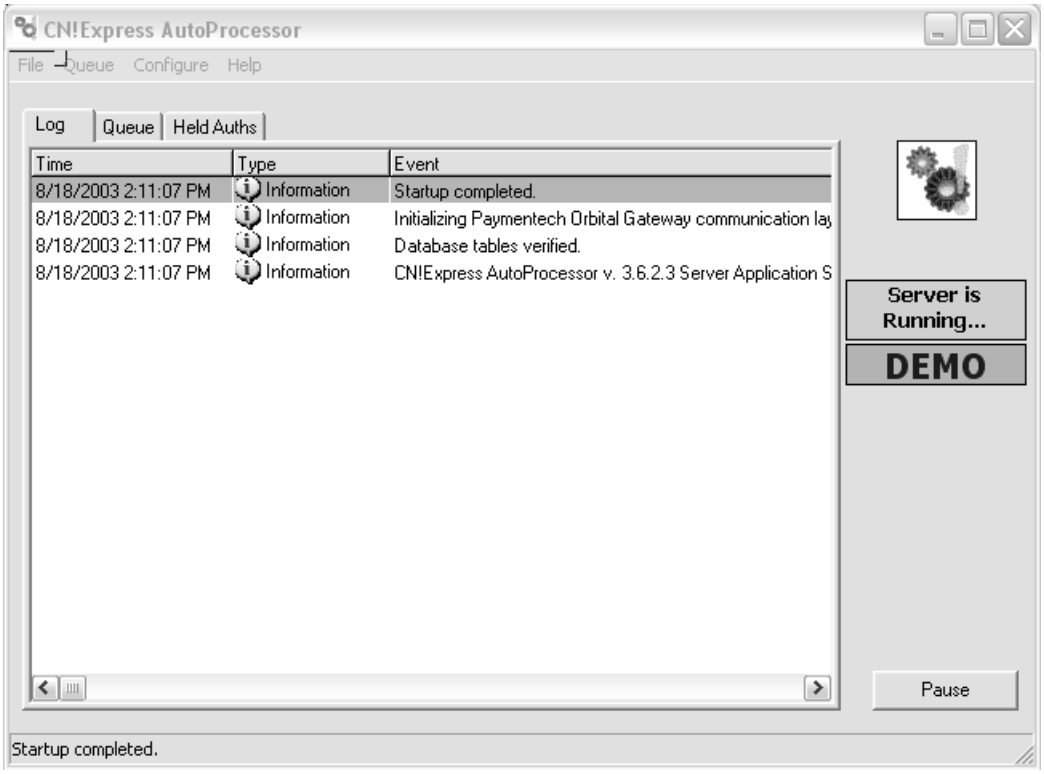
When you start the AutoProcessor, it's ready to process files immediately. ***You should not send import files to the AutoProcessor until you've configured it*** as explained in Chapter 4 on page I-29. Otherwise, the files may be rejected or processed in ways you didn't intend.

1. Click on

2. Click on Programs
3. Click on CN!Express AutoProcessor.
4. Click on CN!Express AP to view a screen like the following:



5. The main screen appears:



The AutoProcessor is running.

6. Click on

The AutoProcessor is now ready for configuration.

Uninstalling and Reinstalling the AutoProcessor

If the AutoProcessor and management tools are on the same computer, when you uninstall the AutoProcessor, you automatically uninstall the Viewer and Capture Manager.

Management tools on a remote computer aren't automatically uninstalled but they won't operate without the AutoProcessor.

You can switch from demo to live or update the AutoProcessor without uninstalling and reinstalling. But if you want to switch from a live version of the AutoProcessor to a demo, or if you want to completely replace or delete the AutoProcessor, you *must* uninstall first. You can't simply copy over an old version.

To uninstall the AutoProcessor:

1. Shut down the AutoProcessor by clicking on File, then Exit; or remove the service, if the AutoProcessor is installed as a service.
2. Open Windows Explorer.
3. Under Program Files, delete the entire CN!Express AP directory.

To reinstall the AutoProcessor, use the installation procedure described earlier in this chapter.

Chapter 3. Understanding the AutoProcessor

The AutoProcessor automatically sends transactions to your processing service.

This chapter explains how the AutoProcessor handles each transaction, defines important terms used throughout this manual, and describes the main CN!*Express* AutoProcessor screen.

In the next chapter, you'll use this information to set up the AutoProcessor so that it receives, formats, and sends transactions in the way you want.

What Does the AutoProcessor Do?

When a credit card customer orders a product through a website—or an interactive voice response system, or any other automated system—the customer starts a sales transaction. Information about the transaction is automatically stored as one record in a data base or other external application. Eventually, it must be sent to your processing service so that the processing service can move money from the customer's account and into the merchant's account to complete the sale. In the past, you had to manually send the transaction to the processing service.

Now the AutoProcessor is ready to take over and automatically submit a variety of transactions to your processing service. All it requires is an external application that can store transactions in a delimited text file. Here's what happens:

A *delimited text file* is a simple ASCII text file; information in the file is separated by a delimiter, such as commas or tabs.

The AutoProcessor works with applications that create delimited text files. However, the applications don't have to be running on the same computer as the AutoProcessor; they don't even have to be Windows or NT-based.

1. The external application creates a delimited text file (.IMP) containing the records for any number of transactions.
2. The external application places that file in the AutoProcessor's IMPORT or BATCHIMPORT directory.
3. The AutoProcessor receives (*imports*) the text file from the IMPORT directory. As the AutoProcessor imports, it removes from the file any transaction records that aren't properly formatted. It places those records in a reject file (.REJ) in the REJECT directory (and in another file also, at Step 7).

   Depending on how you configured the AutoProcessor to handle imports, it either deletes the original .IMP file or changes its extension to .DNE and saves it.
4. The AutoProcessor stores the transaction records in its own data base and sends each transaction to your processing service.
5. The processing service processes each transaction; then authorizes, approves, or declines it; and finally sends its response back to the AutoProcessor.
6. The AutoProcessor adds the response to its data base and formats the updated transaction records to match the requirements of your external application.
7. Depending on how you configured the AutoProcessor to handle exports, one of the following occurs:

- All transactions (approved, declined, and rejected) are placed in a .EXP file. The file is stored in the EXPORT directory.
- The AutoProcessor splits approved transactions from declined/ rejected transactions.

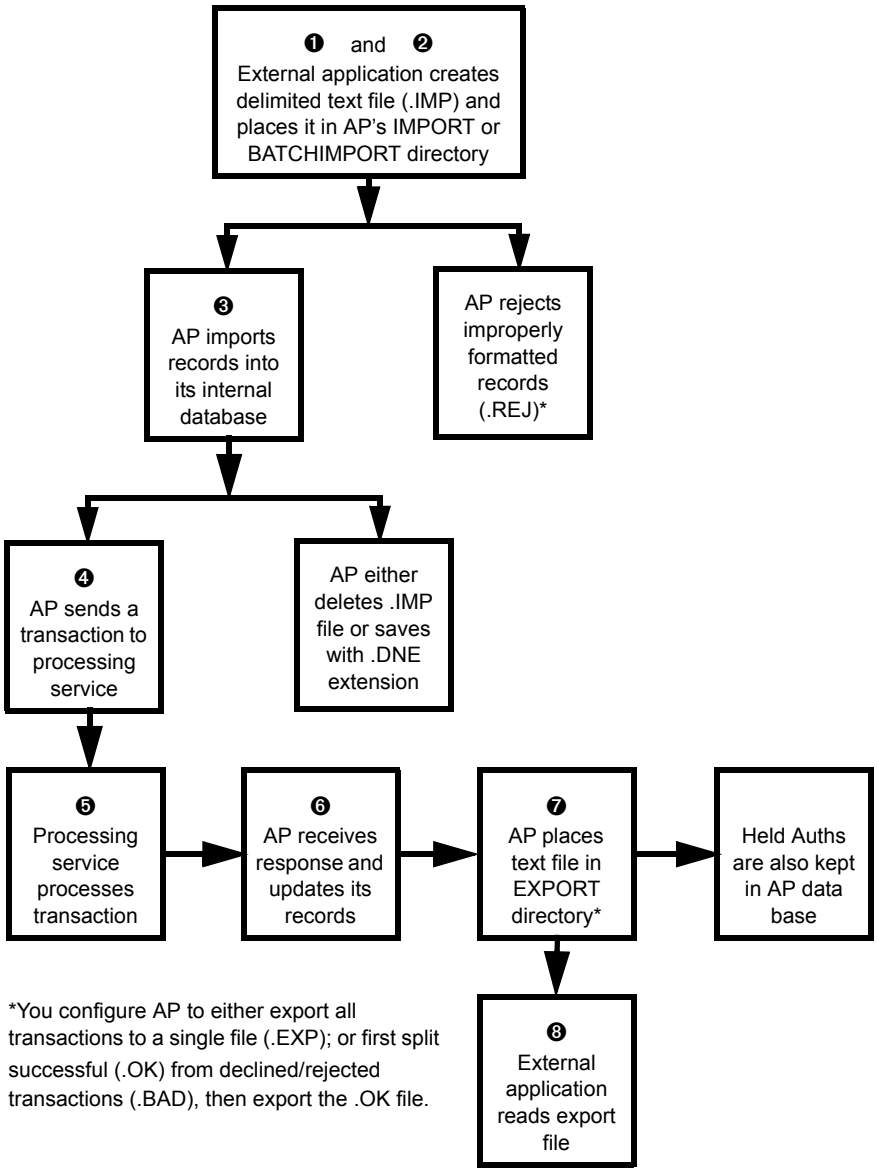
  The declined/rejected transactions are placed in a file with a .BAD extension (along with an indication of why they failed). That file is stored in the DECLINE directory. You can then use CN!*Express* SU to review and process the declined transactions.

  The approved transactions are placed in a file with a .OK extension. That file is stored in the EXPORT directory.
- Held authorizations (Held Auths) are kept in both the EXPORT directory and in the AutoProcessor's data base. From the data base, they can undergo either manual processing using the AutoProcessor Capture Manager or automatic processing by re-importing (using the Ship action).

8. The external application reads the file in the EXPORT directory (either the .EXP file or the .OK file).

The AutoProcessor automatically keeps importing, formatting and exporting until you tell it to pause or exit.

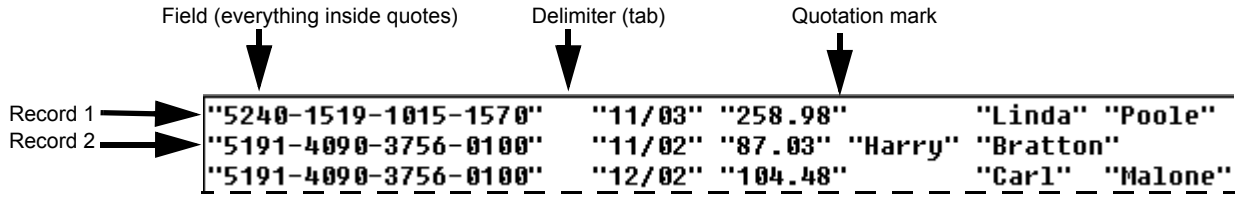
The following flow chart describes how the AutoProcessor (AP) handles one file and one transaction. In reality, the AutoProcessor handles many files and transactions at the same time. It simultaneously imports one file, updates transaction records in another file, and exports yet another file.


❶ and ❷
External application creates delimited text file (.IMP) and places it in AP's IMPORT or BATCHIMPORT directory
❸
AP imports records into its internal database
AP rejects improperly formatted records (.REJ)*
❹
AP sends a transaction to processing service
AP either deletes .IMP file or saves with .DNE extension
❺
Processing service processes transaction
❻
AP receives response and updates its records
❼
AP places text file in EXPORT directory*
Held Auths are also kept in AP data base
❽
External application reads export file
*You configure AP to either export all transactions to a single file (.EXP); or first split successful (.OK) from declined/rejected transactions (.BAD), then export the .OK file.

Understanding Delimited Text Files

The external application sends information about transactions in a delimited text file. The file may contain information about one transaction or thousands.

Each single transaction is called a record; for example, “Record 1” below shows a sale transaction of $258.98 to credit card number 5240-1519-1015-1570, which has an expiration date of November 2003. Each item of information within the record is a field; for example, the amount of the sale ($258.98) is one field and the expiration date of the credit card (11/03) is another field. Each field is separated by a delimiter (usually, a tab) and is usually surrounded by quotes. A typical delimited text file looks like this:



You set up the AutoProcessor’s import files (including delimiter and types of fields) to match the requirements of your processing service. You also set up the export files to match the requirements of your external application. Once you set up these formats, the AutoProcessor automatically applies them.

Understanding AutoProcessor Terms

The following definitions appear in alphabetical order. They include answers to questions you may have about the way the AutoProcessor works. For example, if you'd like an explanation of all file extensions, see "File directories and extensions" below.

Actions The following table lists:

- The actions that the AutoProcessor supports
- The standard AutoProcessor abbreviation for the action

The table also includes a column where you can write the term your processing service uses for the action. For example, a voice authorization (Voice) might be called a "forced capture" by your processing service.

Import Action	*Abbreviation*	*Term Used by Your Processing Service*
Auth/Hold	H	
Authorization	A	
Delayed Capture	D	
Refund/Credit	R	
Reversal	L	
Sale	S	
Ship	Z	
Void	V	
Voice	F	

The delayed capture action is used solely to process transactions that were previously processed as authorizations. The ship action is used solely for IC*Verify*®-style transactions that were previously processed as auth/holds.

Archive The AutoProcessor archives any part of the processed transactions file that you choose. It writes the transactions to an external file with a .CNA extension, and stores the file in the ARCHIVE directory.

Close batch or settle The AutoProcessor works primarily with processing services configured for automatic settlement. At some predefined time each day (usually at midnight or at the close of the business day) all open captured transactions are automatically settled. You don't have to perform a manual "Close Batch" or "Settle" operation.

Communication files Very rarely, an external application sends a communication file to the AutoProcessor to tell it to resume working (ONNOW.CN!) or pause (OFFNOW.CN!). The AutoProcessor automatically deletes these files after they serve their purpose.

Directories For a list of the AutoProcessor's default directories and the types of files they contain, see "File directories and extensions" below.

Done files When the AutoProcessor finishes importing a file into its data base (see "Import file and directory" below), it either deletes the file or saves it with an extension of .DNE for *done*. During configuration, you decide whether the AutoProcessor creates a done file.

Export file and directory The processing service processes each transaction and sends the results to the AutoProcessor. The AutoProcessor updates its data base with this information, then prepares the processed transaction(s) for export.

The AutoProcessor remembers the name of the import file that contained the original transaction. It places the processed transaction in a file with the same name; only the extension changes. For example, transactions imported from a file named ABC.IMP are exported to a file named ABC.EXP.

You configure the AutoProcessor to prepare the export file in one of two ways:

- Either it places approved, declined, and rejected transactions in one file (.EXP)
- Or it places approved transactions in one file (.OK) and declined/rejected transactions in another file (.BAD). The .BAD file lets you quickly find transactions that need follow-up action, without searching a large .EXP file for a few declined or rejected records.

By default, the AutoProcessor is set up to place the export files in the EXPORT directory. The external application searches the EXPORT directory for files and reads them.

File directories and extensions

The AutoProcessor processes many files. You can read and edit any file with any text editor or word processor (except for the communication files). Throughout this manual, it's assumed that files are being stored in the default directories, under the default file extensions. (For information on changing the defaults, see Chapter 4 on page I-29.) The following table defines the default file extensions and directories:

Extension	*Type of File*	*Found in This Directory . . .*
.BAD	Export file containing rejected and declined transactions (approved transactions are in the .OK file)	DECLINE
.CN!	Communication file	(automatically deleted)
.CNA	Archive file	ARCHIVE
.DNE	Import file of transactions, exactly as received from an external application (optional; renamed after import).	IMPORT or BATCHIMPORT
.ERR	Error file created if the import procedure fails for some reason; for example, if you changed a directory name using Windows Explorer instead of the AutoProcessor's Configure menu	IMPORT or BATCHIMPORT
.EXP	Export file containing approved, declined, and rejected transactions; the external application reads this file	EXPORT
.IMP	Import file from an external application	IMPORT or BATCHIMPORT (until AP automatically deletes it or changes the extension to .DNE)
.LOG	Log file	LOG
.OK	Export file containing approved transactions only (declines and rejects are stored in the .BAD file)	EXPORT
.REJ	File containing imported records that were improperly formatted	REJECT

File names

The AutoProcessor remembers the name of the import file and uses this name for all other files; only the extension changes. For example, the import file ABC.IMP becomes ABC.EXP, ABC.BAD, ABC.OK, and so on. If there is already a file with the same name in the same

directory, the AutoProcessor automatically adds a number to the file name to make it unique. For example:

Duplicate names may still cause problems later on (see " Chapter 7. Maintaining and Troubleshooting" on page I-85).

- ABC.DNE
- ABC_001.DNE
- ABC_002.DNE

This numbering process continues for over two billion files (ABC_2147483647.DNE). If you somehow exceed this number, a warning message appears. However, you can avoid the problem either by giving your import files unique names or by regularly backing up (and clearing) your IMPORT directory.

Import file and directory

The external application places a delimited text file (.IMP) in the AutoProcessor's IMPORT (or BATCHIMPORT) directory. The AutoProcessor stores the contents of this file in its internal database and submits the transactions one-by-one to your processing service. (You can configure the AutoProcessor to either delete the original .IMP file or save it with a .DNE extension.)

The BATCHIMPORT directory is used for large batches of transactions of low priority. Files in the IMPORT directory are assumed to need quick processing (whether they contain one transaction or thousands); those files are always processed first, before any files in the BATCHIMPORT directory.

By default, the AutoProcessor is set up to look in the IMPORT and BATCHIMPORT directories for the delimited text files. The import directories can be on a remote machine or file server.

Log file

The AutoProcessor keeps a record of its own operations each day in a log file (a basic ASCII text file with the extension .LOG, which it stores in the LOG directory). This file tracks such events as pause, resume, import, and export. A new file is created each day. The Log screen shows the 200 most recent events.

Processed transactions file

The AutoProcessor keeps track of transactions that are processed by your processing service, with information about the amount and type of transaction and similar details (depending on the processing service). These records are kept in a processed transactions file, which is used for summaries and summary charts on the AutoProcessor Viewer. You may archive any part of this file. This file is *not* the same as the .LOG file in the LOG directory (see "Log file" above).

Reject file As part of the import process, the AutoProcessor checks the file for transaction records with formatting errors or missing required information. The AutoProcessor rejects those records without submitting them to your processing service, and writes an entry to the log file and on the Log screen. It saves the records in a reject file (a basic ASCII text file with the extension .REJ) and keeps them in the REJECT directory. The records also go to either the EXPORT or DECLINE directory. Within each record, the LastActionSucceeded field contains a 0 (false; reject).

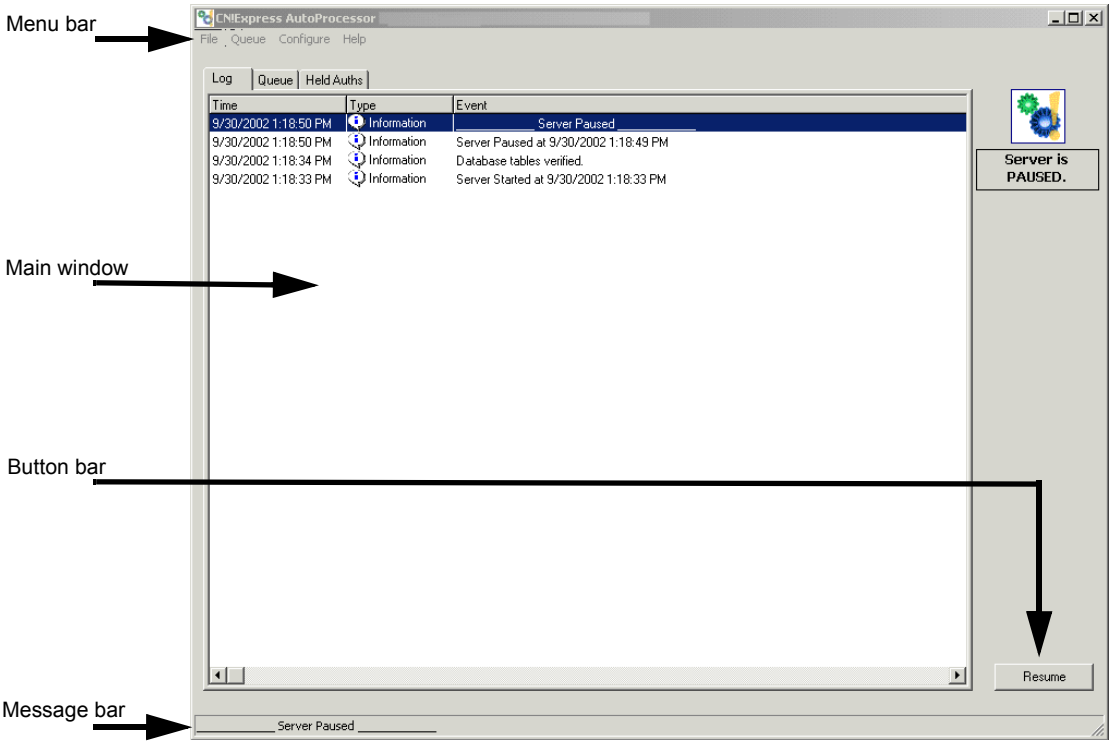
Settle See "Close batch or settle" above.

Understanding the AutoProcessor Screen

If you're using the demo AutoProcessor, the word **DEMO** appears under the AutoProcessor logo on the screen.

The main CN!*Express* AutoProcessor screen contains four parts:

- Menu bar
- Main window
- Button bar
- Message bar



Some of the menus may not be available until you pause the AutoProcessor (for example, you can't configure while the AutoProcessor is working). The following table describes the menus:

Click on This Menu . . .	*To Select from These Tasks . . .*
File	Archive files Recover files Close the AutoProcessor window Exit the AutoProcessor

Click on This Menu . . .	*To Select from These Tasks . . .*
Queue	Pause processing Resume processing Remove Job from the queue
Configure	Change Directories where files are stored Set up files for Imports Set up files for Exports Enter or change Serial Number and Activation Key Change Processor Settings Change Remote Utility Communication settings Change Options
Help	View and print this User Manual View and print Field Reference View and print Management Tools Manual (Viewer and Capture Manager) Get Acrobat Reader Access the Auric Systems International Home Page View and update Maintenance Contract information (not available in demo version) Find information About the AutoProcessor (including serial number and activation key)

There's one button on the main CN!*Express* AutoProcessor screen; it toggles:

Click on . . .	*To . . .*
	Start the AutoProcessor working (if this button is showing, the AutoProcessor is paused and won't resume processing until you press the button)
	Temporarily stop the AutoProcessor (if this button is showing, the AutoProcessor is already working and won't stop until you press the button)

Chapter 4. Configuring and Testing the AutoProcessor

The main tasks in setting up the AutoProcessor are:

- Configure remote utility communication settings

  Under certain circumstances only, you change the default IP address and port that the AutoProcessor uses for remote utility communications.

- Configure processor settings

  You enter the information the AutoProcessor needs to communicate with your specific processing service; this information is provided by your processing service.

- Configure imports

  You tell the AutoProcessor what type of information it should expect from your external application and in what format.

- Configure exports

  You tell the AutoProcessor what type of information it should send to the external application and in what format.

- Configure directories

  You change the default directories where files are stored.

Configuration goes more smoothly if you try out the different options first using the demo AutoProcessor. You can then switch to the live version, as explained later.

- Configure options

  You decide whether to delete held authorizations (and when), whether to change the default file extensions, and whether to use file polling.

This chapter describes how to configure the AutoProcessor, then test your configuration. It also explains how to switch from the demo version to the live version of the AutoProcessor.

Preparing for Configuration

Using the Demonstration Version and Running the AutoProcessor As an Application

When you're configuring the AutoProcessor for the first time, it's best to work in the demonstration version and to run the AutoProcessor as an application (not a service). After you complete the configuration, you can test it without really sending transactions to your processing service. When you're satisfied with the configuration, you can switch from demo to live and install the AutoProcessor as a service.

Sending Files from the External Application to the Live AutoProcessor

You must configure imports and exports *before* your external application starts sending files to the AutoProcessor. Otherwise, the AutoProcessor will import the files and either immediately reject them or process them in ways you don't want. When you switch from demo to live, the AutoProcessor remembers the configuration you set up in the demonstration version; it uses that configuration.

Pausing the AutoProcessor

You can't configure imports and exports if the AutoProcessor is working. The choices on the Configure menu are disabled (you can't select them).

Therefore, make sure the AutoProcessor is paused; if necessary, click on

Checking the Extension on Your Files

If the AutoProcessor is not importing your files, check the file extensions. The file name must end with the correct file extension for each type of file. Suppose the AutoProcessor is set up to use the default file extension (.IMP) for imports. In that case, the following file names are all acceptable for import files: ABC.IMP or ABC.FFF.IMP or ABC_FFF.IMP.

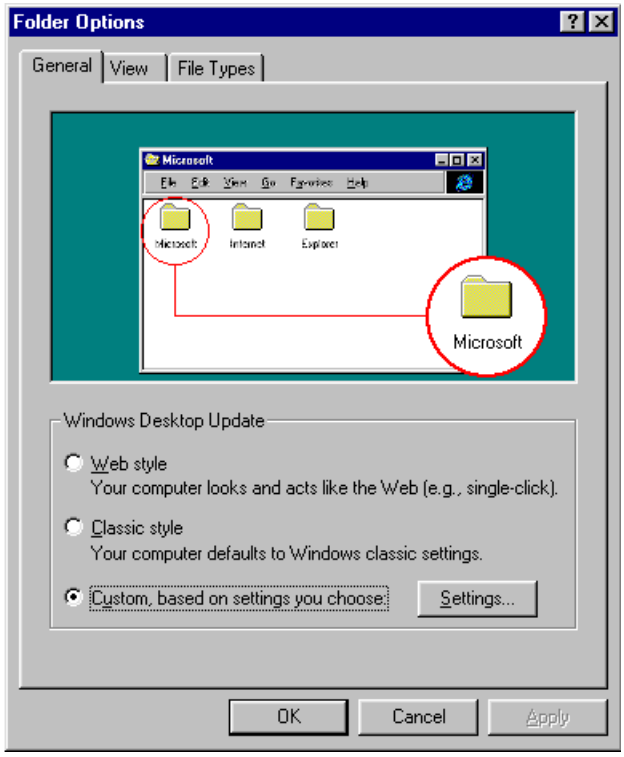
But the following file names are *not* acceptable: ABC.FFF or ABC.IMP.FFF or ABC_FFF. The AutoProcessor refuses to import files that don't have a .IMP extension.

If your computer is set up to hide extensions, you won't be able to check the file names. With "hide extensions" in effect, a file that is named ABC.IMP.FFF is listed on screen as ABC.IMP. The file name looks right, but the AutoProcessor rejects the file because its real (hidden) extension is .FFF, not .IMP.

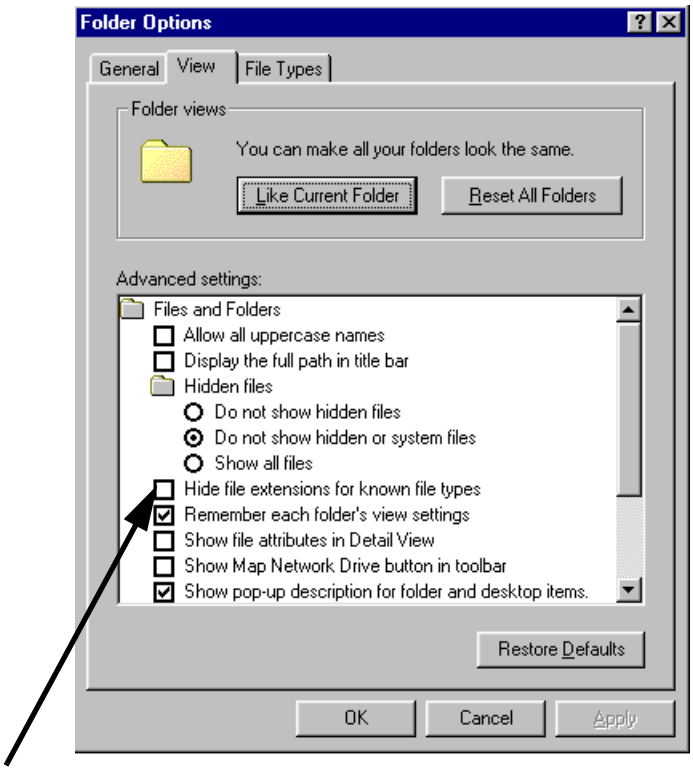
To check the extension on your files:

1. Click on

2. Click on Programs
3. Click on Windows Explorer.
4. Click on the C: drive.
5. On the Tools menu, click on Folder Options to view a screen like the following:



6. Click on the View tab to view:



7. Make sure the Hide file extensions box is empty; if there's a check-mark, click on the box to remove the check-mark.

8. Click on OK

9. Using Windows Explorer, check the file extensions on your files in the AutoProcessor's IMPORT directory.

10. If necessary, rename the files so they only have one extension.

Configuring Currencies

The examples in this manual always use U.S. dollars. This is the default currency for the AutoProcessor. Some processing services allow you to transact business in other currencies (for example, Euros). In that case, change your processor settings as described later in this chapter. The AutoProcessor and its management tools automatically use and display your chosen currency.

Understanding Fields

The AutoProcessor imports and exports fields, such as account number or order date, containing information about each transaction. For more information about the fields available with your processing service:

1. Click on Help.
2. Click on Field Reference.

You can't access the field reference while you're configuring exports and imports. Therefore, you may want to leave it open or print it before you begin configuring.

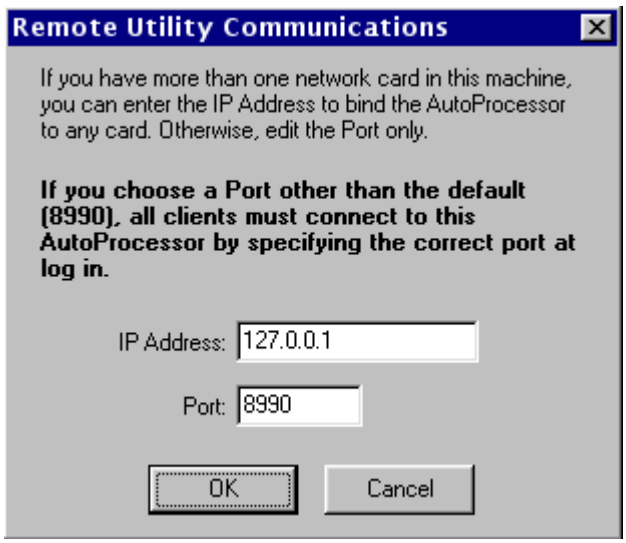
Configuring Remote Utility Communication Settings

The AutoProcessor comes with default remote utility communication settings that should work fine unless you have special requirements. You might need to change the port settings, for example, if another program is already using the same port settings as the AutoProcessor.

However, unless you have special requirements, Auric Systems International recommends that you *do not change* the default settings.

If you need to change the remote utility communication settings:

1. Click on Configure.
2. Click on Remote Utility Communication to view:


Remote Utility Communications
If you have more than one network card in this machine, you can enter the IP Address to bind the AutoProcessor to any card. Otherwise, edit the Port only.
If you choose a Port other than the default (8990), all clients must connect to this AutoProcessor by specifying the correct port at log in.
IP Address: 127.0.0.1
Port: 8990
OK
Cancel

3. If you have more than one network card, change the IP address to access the specific network card that the AutoProcessor should respond to.
4. Set the port to the one you want the AutoProcessor to use.
5. Click on

If you have a choice, it's best to keep the default settings.

Configuring Processor Settings

The AutoProcessor needs information about your processing service to communicate with your processing service's computer. The information varies for each processing service.

Before changing any processor settings, read "Part II. Your Processing Service" and check with your processing service.

Configuring Imports

To simplify the discussion, this chapter assumes a "typical" file that uses a tab for a delimiter and has quotation marks around fields. Your files might be different; see "Configuring an Import File That Isn't Typical" on page I-53.

After configuration, the AutoProcessor imports files only if they have a .IMP extension. It refuses to import files with the wrong extension, and it rejects files that don't match your configuration choices.

Your external application sends a delimited text file to the AutoProcessor. Using the Configure Import screen, you tell the AutoProcessor what to expect: the contents of the file and the way it's organized. The AutoProcessor automatically configures the file to meet the requirements of your processing service; it inserts the correct delimiter and removes any unnecessary information (such as quotation marks around the fields). The following procedure makes three assumptions:

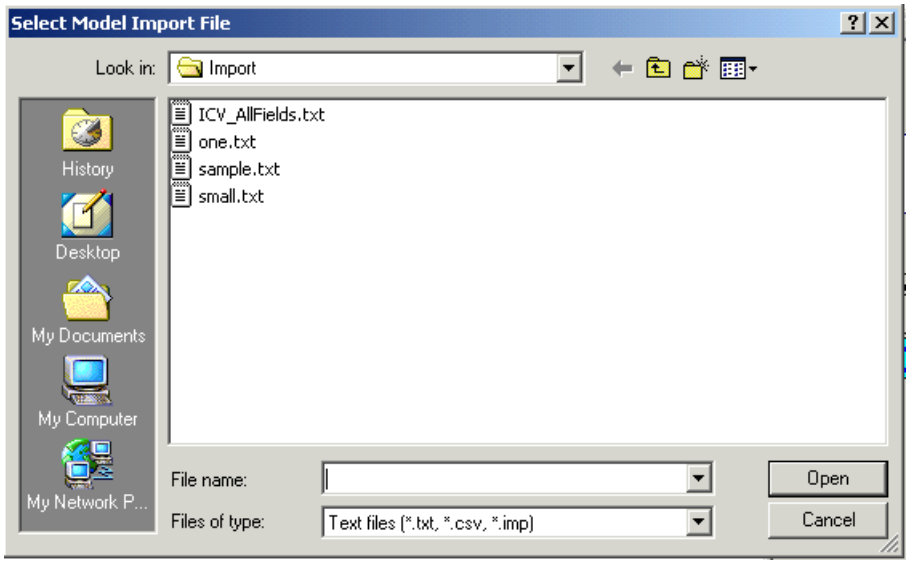
- The imported text file uses a tab for the delimiter and arrives with quotation marks around fields.
- You're using the sample.txt file supplied with the AutoProcessor to configure imports. (You could use any other .txt file supplied with the AutoProcessor or any file of your own with the extension .IMP, .TXT, or .CSV.)
- You're not importing ICV-style files (and you're not using ICV.AllFields.txt). See "Appendix B. ICVerify® (ICV-Style) Files" on page III-7, for information on using templates to import (and export) ICV-style files.

During configuration, Auric Systems International recommends that you don't delete, edit, or overwrite sample.txt and small.txt. Instead, copy and rename them; then delete or edit the copies.

The small.txt and sample.txt files are identical except that sample.txt contains more transactions (enough to make sure that the AutoProcessor can handle a large batch). During import configuration, the files come up with the following default fields: account number, expiration date, amount, billing address first name, billing address last name, billing address street address, billing address city, billing address state, and billing address zip code) plus two unassigned fields ("Cust001" and "Inv001").

Configuring Imports

1. Click on Configure.
2. Click on Imports to view a screen like the following:



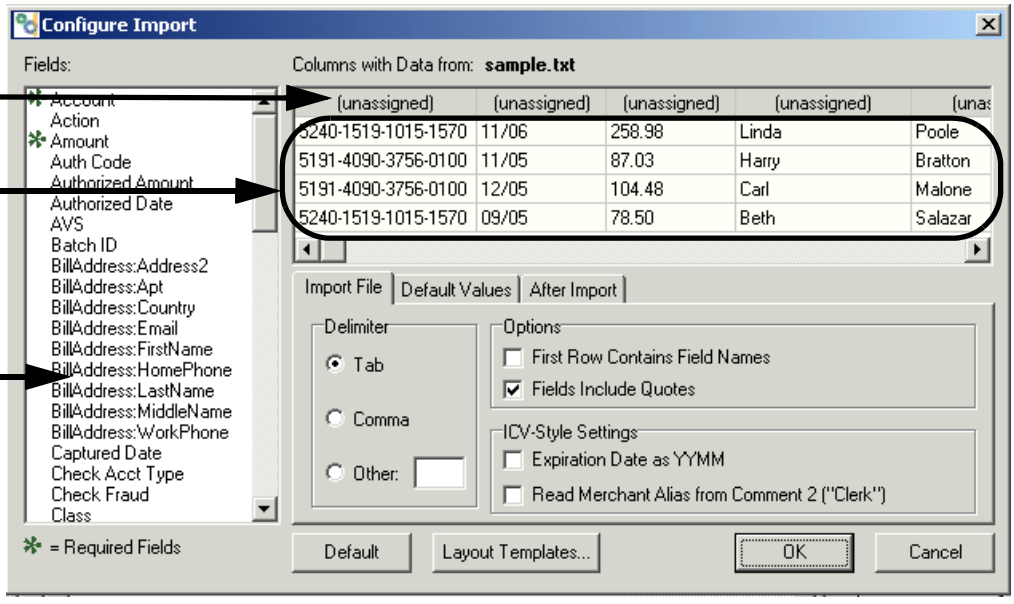
3. Double click on a text file, one that can serve as an example for setting up the rest of your text files. (For this example, double click on sample.txt, which is a file supplied with the AutoProcessor.) You can configure imports using a file with an .TXT, or .CSV, or .IMP extension; but for actual processing, the AutoProcessor only accepts files with a .IMP extension.

   The file you choose to work with appears on a screen like the following:

Column name (identifies field)

Records from the delimited text file

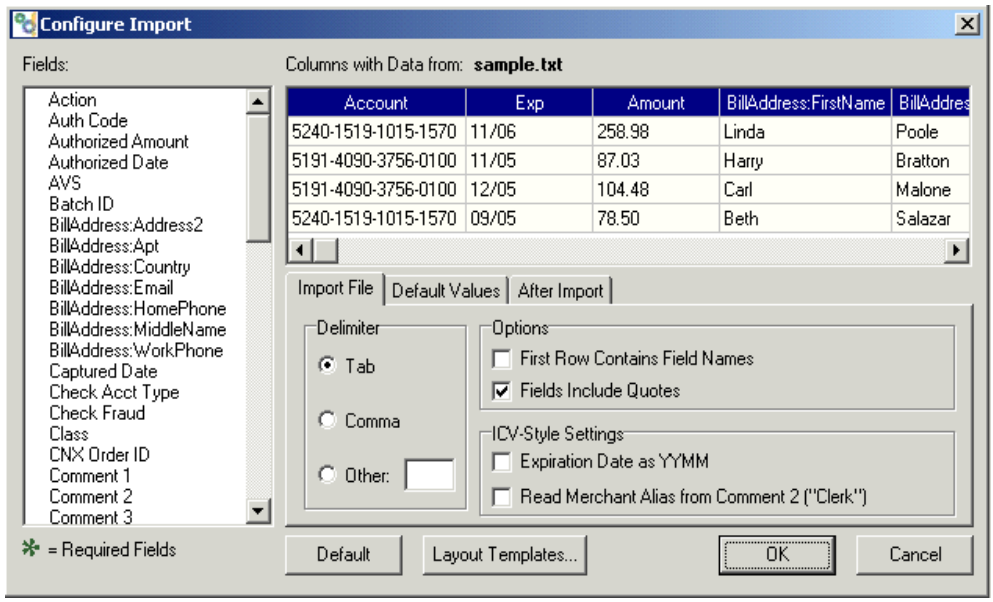
List of available field names; names marked with an asterisk (*) are required



Each record is a transaction. The records in your text file appear nicely separated on the screen, with the fields in individual columns. But the fields are not identified. All the columns are labeled "unassigned."

4. To format your file without templates, you must first assign field names to the columns. For an explanation of all the fields available, see the Field Reference under the main Help menu.

   Click on Default to view:



   The AutoProcessor assigns its best estimate of the correct field name to each column.

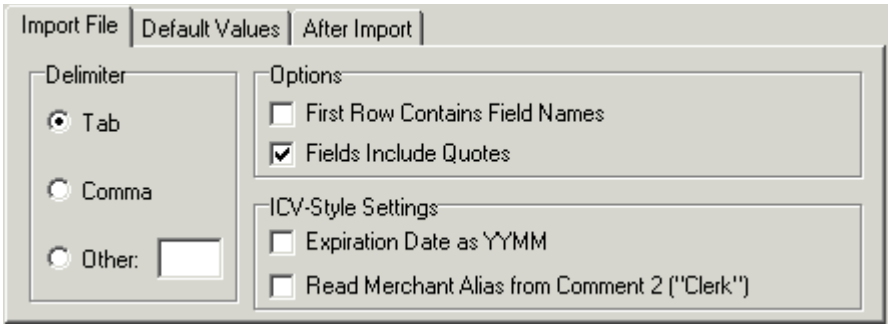
5. To change a default field name, click on a field name in the Fields list, then drag the name to the column.

   If you place your selection over an existing column name (for example, replacing BillAddress with ShipAddress), the old name automatically returns to the Fields list.

   If you don't assign a field name to a column, then that column of information isn't sent to your processing service; unassigned columns aren't sent.

   If you assigned an alias when you configured Merchant IDs, then you must place the Comment 2 field name above the column that contains the alias.

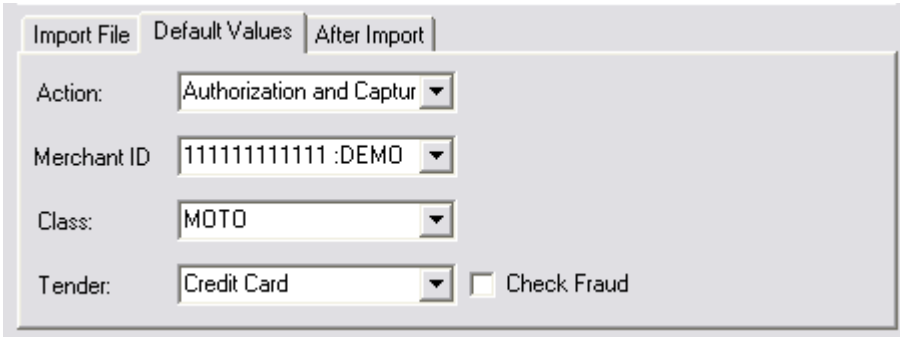
6. Click on the Import File tab to view:



7. Click on a radio button to identify the Delimiter used by the imported text file. The default delimiter is a tab.
8. If necessary, click on one of the choices under Options to change the default:

Option	*If You Keep the Default, the AutoProcessor . . .*	*If You Change the Default, the AutoProcessor . . .*
First Row Contains Field Names	☐ Assumes that the first row of text is the record of a transaction, not a list of field names. *Do not change.*	☑ Assumes that the first row of text contains field names.
Fields Include Quotes	☑ Assumes that any quotes around a field aren't part of the transaction and deletes the quotes.	☐ Assumes that any quotes are part of the transaction record and includes them in the record sent to the processing service.

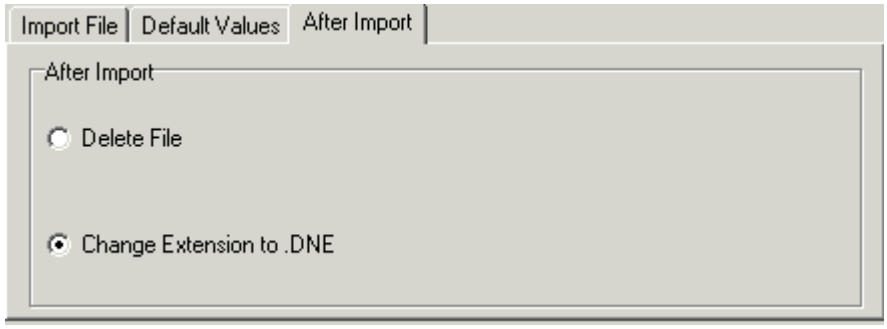
9. Click on Default Values to view:



If your file does specify an action for each transaction, the AutoProcessor automatically ignores the default.

The Ship action is specific to ICV-style transactions that were previously imported as Held Auths. **Do not use Ship for any other purpose.**

10. If your import file doesn't specify an Action field for each transaction, you must set the default Action to one of the choices (such as Authorization and Capture or Refund). For example, if you select Refund, every transaction that the AutoProcessor sends to the processing service is considered to be a refund.
11. You may need to change other defaults, such as Merchant ID (also called Division ID), Class (MOTO, recurring, or E-commerce), and Tender (credit card, purchase card, or check). The choices that appear depend upon (a) your processing service and (b) the information you entered when configuring processor settings (specifically, the merchant ID information).
12. Click on Check Fraud to add a check-mark if you want your processing service to automatically check every transaction for fraud. You should first contact your processing service to find out if they offer automatic fraud checking and whether they have any special requirements.The default is no fraud checking.
13. Click on After Imports to view:



Here you tell the AutoProcessor how to handle the import file after importing it. The default is to change the file's extension to .DNE, and save it.

If you click on the Delete File radio button, the AutoProcessor deletes the file after import.

Auric Systems International recommends creating a done file.

14. When your configuration is finished, click on to leave the Configure Import screen.

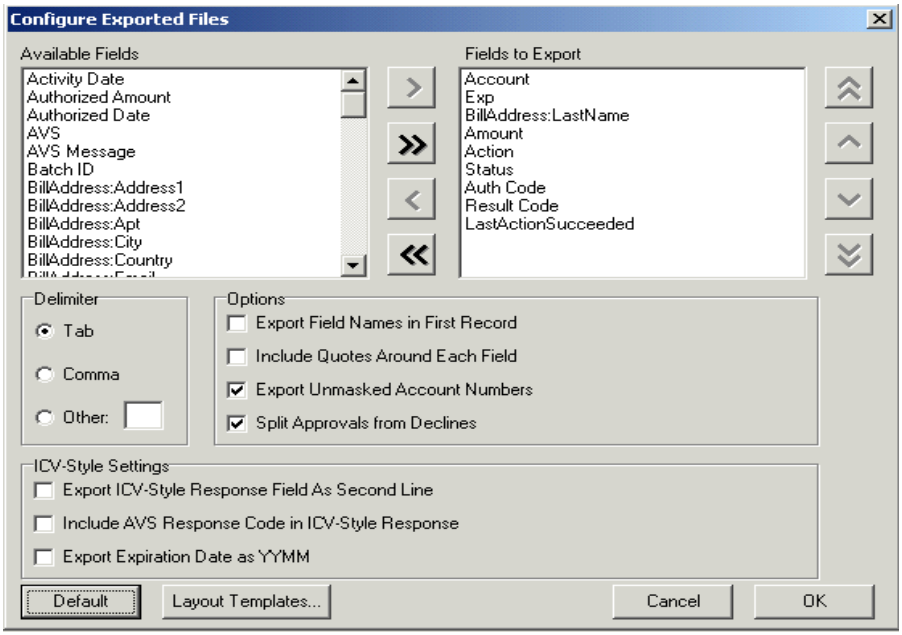
Configuring Exports

After your processing service approves or declines the transaction, it sends its results back to the AutoProcessor. The AutoProcessor prepares the processed transaction for export to your external application.

Just as the import file contains only the fields you selected during import configuration, the export file (.EXP, .OK , .BAD) contains only the fields you selected during export configuration.

With the Configure Exported Files screen, you tell the AutoProcessor what type of information (which fields) to export to your external application and in what format. If you don't select a field, the information isn't saved in the export file, even if your processing service included it. For an explanation of all the fields available for export, see the Field Reference under the main Help menu.

1. Click on Configure.
2. Click on Exports to view:



If you're exporting ICV-style files, see "Appendix B. ICVerify® (ICV-Style) Files" on page III-7, for information on using Layout Templates and selecting ICV-Style Settings.

3. There are two main boxes on the Configure Exported Files screen: Available Fields and Fields to Export. By default, nine fields are exported, as shown in the screen above. You may want to change or add to these fields. For example, if you add the Response Text field, you'll be able to see why the processing service declined a transaction. That information may tell you how to fix your import configuration to reduce the number of declines.

To move a field from one box to the other, select the field by clicking on the field name. Then:

Click on . . .	*To . . .*
	Move the selected field into the Fields to Export box
	Move all the available fields into the Fields to Export box
	Move the selected field into the Available Fields box (that field isn't exported)
	Move all the fields into the Available Fields box (no fields are exported)

To select more than one field at a time, first click on one field name, then hold down the **Ctrl** key on your keyboard and click on any additional field name(s).

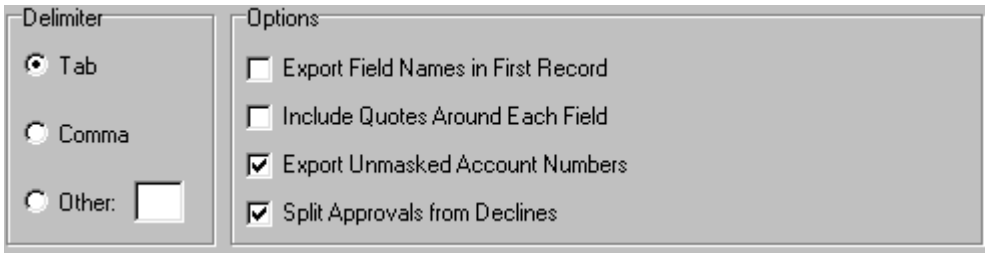
4. The first field shown in the Fields to Export box is the first field to appear in the record for each transaction. To change a field's position, select the field by clicking on the field name. Then:

Click on . . .	*To Move a Field . . .*
	To the top spot in the box (the beginning of the record)
	Up one spot
	Down one spot
	To the bottom spot in the box (the end of the record)

The AutoProcessor arranges each transaction record to show the fields you chose at Step 3, in the order you chose at Step 4.

To return all fields to their default position (with nine fields listed in their original order in the Fields to Export box), click on

5. If necessary, change the defaults under Delimiter and Options:



Step 6 and Step 7 describe the choices offered in each box.

6. Click on a radio button to choose a Delimiter. The default delimiter is a tab.
7. Click on any of the choices under OPTIONS:

Option	*If You Keep the Default, the AutoProcessor . . .*	*If You Change the Default, the AutoProcessor . . .*
Export Field Names in First Record	☐ Doesn't show the field names for the fields you selected at Step 3	☑ Shows the field names for the fields you selected at Step 3
Include Quotes Around Each Field	☐ Omits quotes around field names	☑ Places quotes around fields
Export Unmasked Account Numbers	☑ Exports the full account number	☐ Exports only the last four digits of the account number
Split Approvals from Declines	☑ Places approved transactions in a .OK file in the EXPORT directory, and declined/ rejected transactions in a .BAD file in the DECLINES directory	☐ Places all transactions (approved, declined, and rejected) in a single .EXP file in the EXPORT directory

8. When you've configured your export files the way you want them, click on OK

   Even if you shut down the AutoProcessor, it remembers your choices.

Configuring Directories

If you change the default directories, make sure your external application knows where to send import files and find export files.

Always pause the AutoProcessor before changing or renaming directories.

The AutoProcessor is set up with default directories where it automatically sends and receives the appropriate files. If you decide to change these defaults, you may set up or select any directory, as long as the AutoProcessor has read/write privileges to that directory.

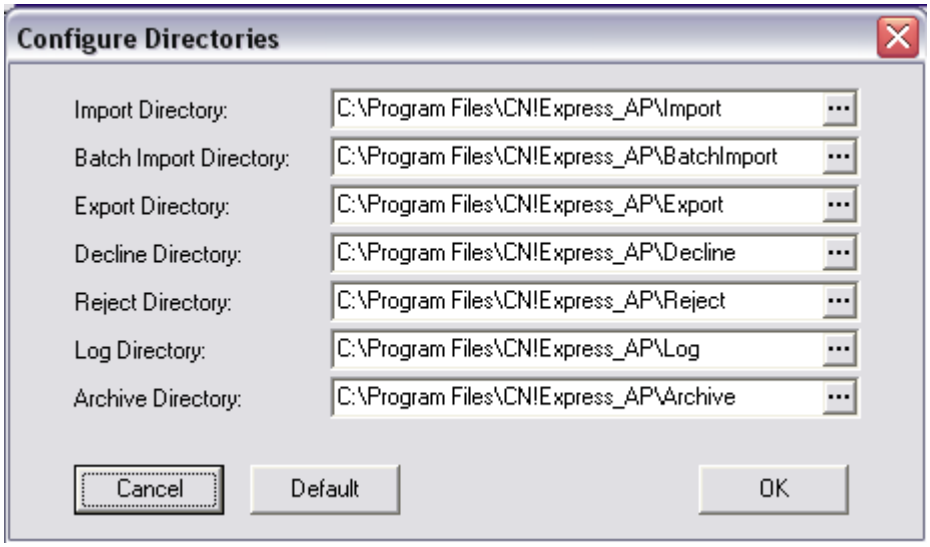
You may change directories in either of two ways, by overtyping or by browsing. You can also return to the defaults at any time.

Overtyping

To change the directories by overtyping:

1. If the AutoProcessor isn't already paused, click on

2. Click on Configure.
3. Click on Directories to view:



1. Select the name of the directory you want to change (for example, Import).
2. Type in the new directory name.

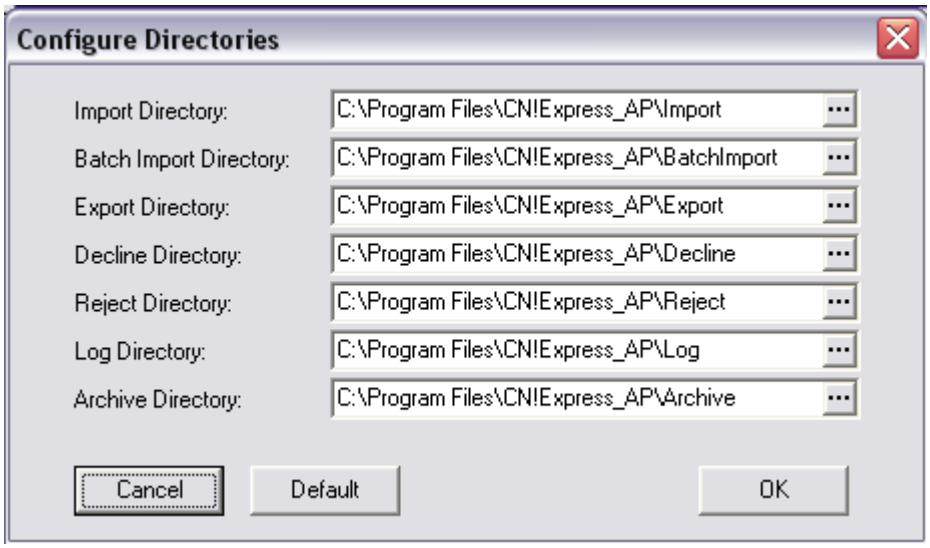
3. Click on OK

The AutoProcessor automatically creates the new directory.

Browsing

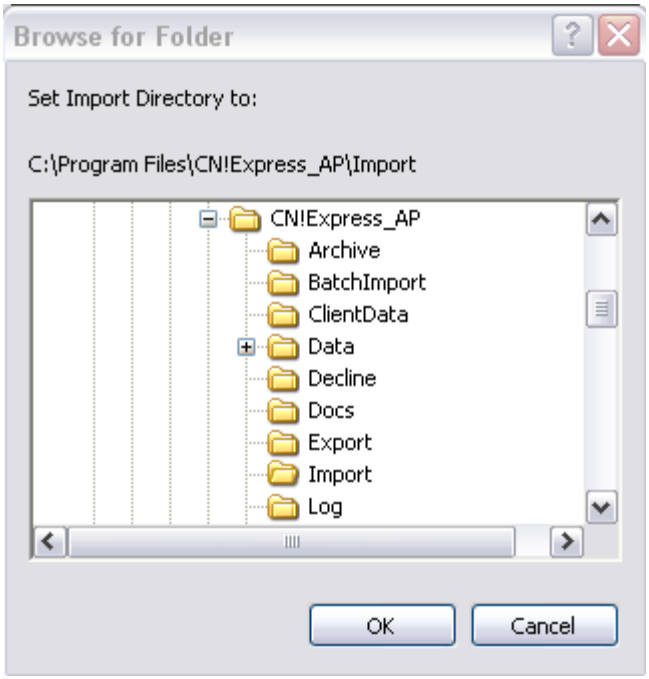
To change the directories by browsing:

1. Make sure the new directory already exists on your local or remote system, and that you have read/write privileges to that directory.
2. If the AutoProcessor isn't already paused, click on Pause
3. Click on Configure.
4. Click on Directories to view:



Error files (.ERR) and done files (.DNE) are created by renaming the import (.IMP) files. So when you change the IMPORT directory for .IMP files, you're also automatically changing it for .ERR and .DNE files.

5. Click on ... next to the directory you want to change to view a screen like the following:



6. Select your new directory.

7. When you're finished, click on OK

8. Continue changing directories or click on OK again to return to the main CN!*Express* AutoProcessor screen.

Returning to Defaults

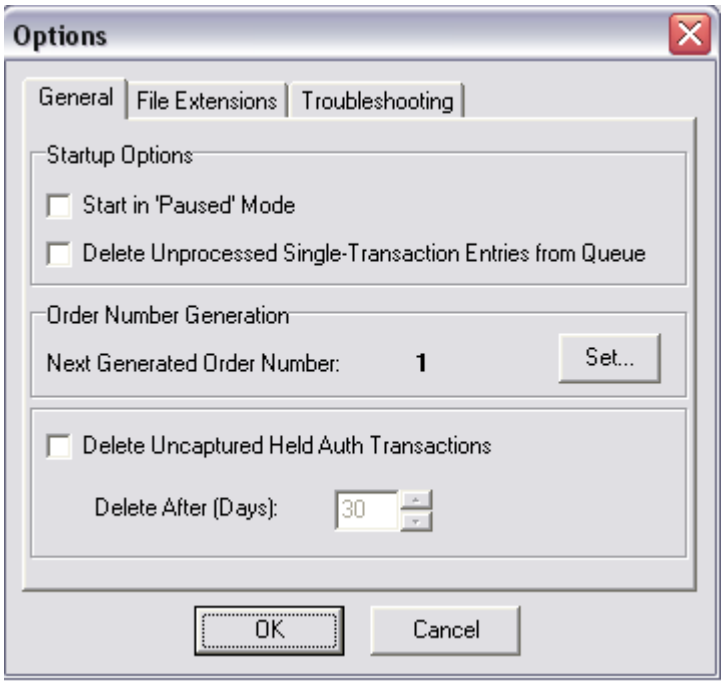
To return to the defaults (the directories in place after you install the AutoProcessor), click on Default

Configuring Options

The AutoProcessor lets you decide whether to change general options relating to startup option, order number generation, and held authorizations; whether to change the default file extensions; and whether to use file polling.

Changing General Options

1. Click on Configure.
2. Click on Options.
3. Click on General to view:



Startup Options

1. If you want the AutoProcessor to automatically start in paused mode (not running), click on the Start in 'Paused' Mode box to enter a check-mark. (The default is no check-mark.)

   From then on, when the AutoProcessor starts, it won't begin processing transactions until you click on

2. If you want to the AutoProcessor to automatically discard single transactions that are part of unfinished purchases, click on the box next to Delete Unprocessed Single-Transaction from Queue.

   You may want to select this option if you have to deal with situations like the following: A customer begins a single transaction which is placed on the queue for processing; but processing is interrupted (by a power failure, server maintenance, or other problem). When the AutoProcessor is restarted, the file containing that single transaction is still in the queue but the customer is not available to complete it. The AutoProcessor automatically deletes the incomplete transaction. This option works only for a file containing a single transaction (which is assumed to come from a human customer, rather than an automated external application). If a file with multiple transactions suffers the same interruption, the AutoProcessor assumes the transactions came from an automated external application and that the application will finish its job. The AutoProcessor doesn't delete those files.

3. Click on

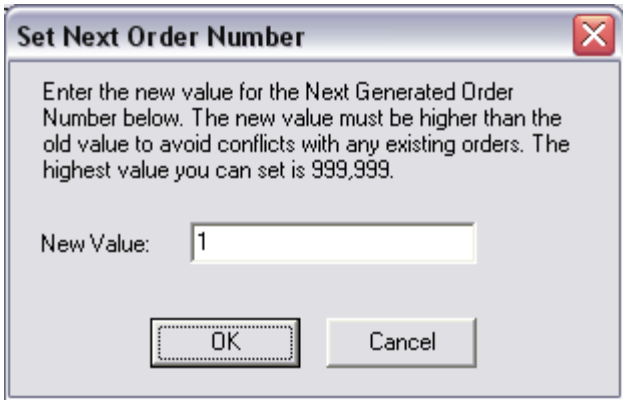
Order Number Generation

If a merchant doesn't enter an order number, you can configure the AutoProcessor to automatically generate order numbers. By default, the AutoProcessor begins with number 1 and increases forever. You can reset this value at any time, as long the queue is empty. (If active transactions are in the queue, you must set the number higher than the highest number in the queue plus 1; that is, if the highest order number is 23, you must select order number 24 or higher.)

To change the Next Generated Order Number:

1. Click on

to view:


Set Next Order Number
Enter the new value for the Next Generated Order Number below. The new value must be higher than the old value to avoid conflicts with any existing orders. The highest value you can set is 999,999.
New Value:
1
OK
Cancel

2. Type a number up to 999,999 in the New Value box.
3. Click on OK
4. Click on OK

Uncaptured Held Authorizations

The AutoProcessor stores held authorizations (Held Auths) in a data base. You can either manually process (capture) these transactions using the AutoProcessor Capture Manager or automatically process them by re-importing (using the Ship action). If you do neither, the transactions remain in the data base. You can set up the AutoProcessor to automatically delete unprocessed Held Auths after a specified time.

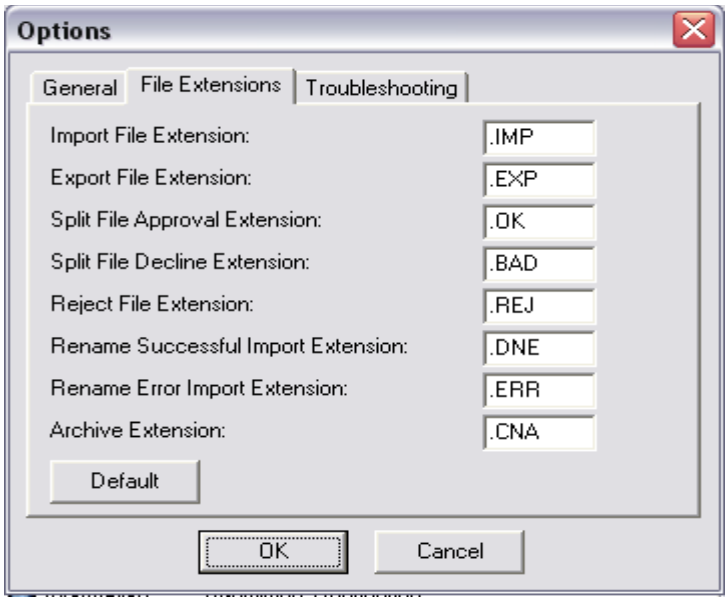
1. If you want to delete unprocessed (uncaptured) held authorizations, click on the box to enter a check-mark. (The default is no check-mark; the transactions are not deleted.)
2. Select the number of days after which the transactions should be deleted.
3. Click on OK

Changing File Extensions

Never duplicate file extensions. Give each type of file its own unique extension.

You may change the file extensions that the AutoProcessor uses for import, export, split (approved and declined), reject, done, and error files.

1. Click on Configure.
2. Click on Options.
3. Click on File Extensions to view:



4. Type in a new file extension.

   The file extension *must be unique*. You will create major problems if, for example, import files and done files have the same file extension.

5. Click on

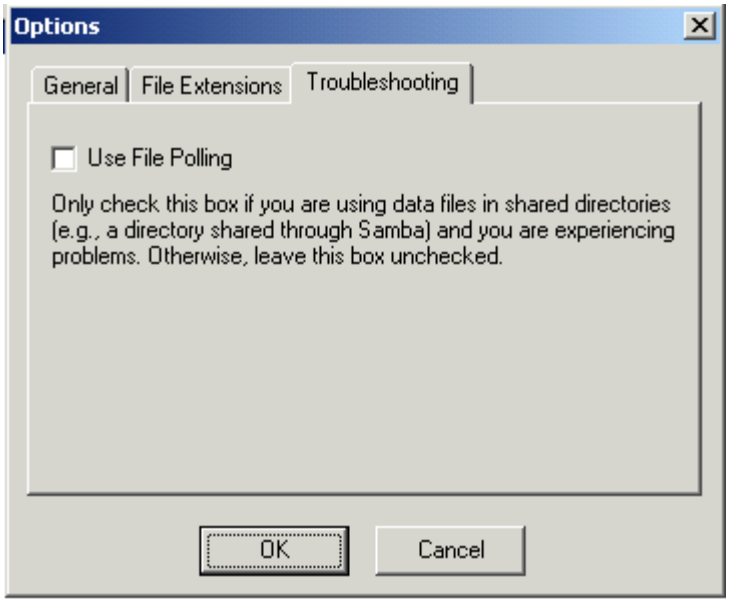
To return to the original file extensions, click on

Using File Polling

Under most circumstances, your computer notifies the AutoProcessor when new transactions are arriving. However, if that doesn't work, you can tell the AutoProcessor not to wait for notification, but to automatically check the IMPORT and BATCHIMPORT directories ("poll") for new arrivals.

1. Click on Configure.

2. Click on Options.
3. Click on Troubleshooting to view:


Options
General
File Extensions
Troubleshooting
Use File Polling
Only check this box if you are using data files in shared directories (e.g., a directory shared through Samba) and you are experiencing problems. Otherwise, leave this box unchecked.
OK
Cancel

4. If you are experiencing problems and want to use file polling, click on the box to enter a check-mark. (The default is no check-mark; file polling is not used.)

   Only use file polling if you are experiencing problems.

5. Click on

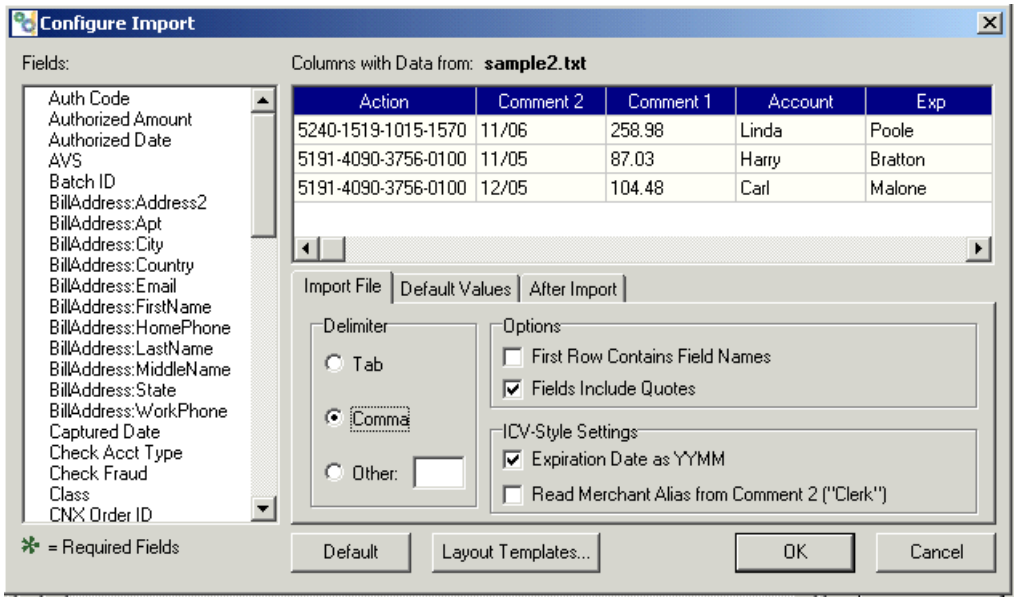
Configuring an Import File That Isn't Typical

So far, this chapter has assumed that your imported text file uses a tab for a delimiter and places quotation marks around each field. But what if it doesn't?

Here's a delimited text file that uses a comma for a delimiter and omits the quotes:

```
5240-1519-1015-1570,11/03,258.98,Linda,Poole,433 Butterworth Ln
5191-4090-3756-0100,11/02,87.03,Harry,Bratton,345 Scotts Valley Rd
5191-4090-3756-0100,12/02,104.48,Carl,Malone,1009 Third Ave
```

When you open this file in the Configure Import screen, it looks like this:



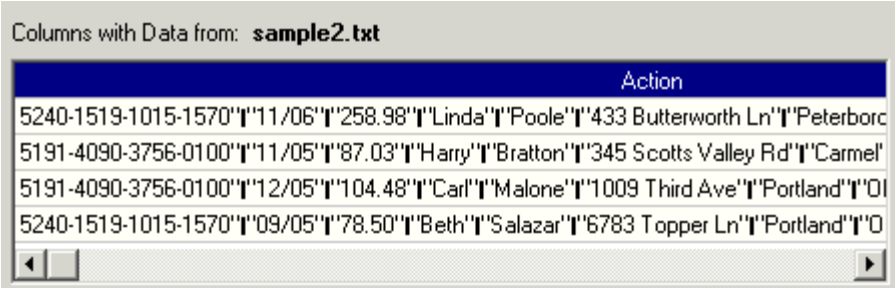
The AutoProcessor automatically assigns field headings, delimiters, options, and so on, as best as it can.

You may need to change field names, replace unassigned column headings with field names, or make other changes.

Be careful of clicking on

because the AutoProcessor's default settings won't be appropriate for your file; they're the defaults for small.txt and sample.txt.

You may end up with a screen that looks like this, with everything squashed under one heading (the default delimiter is a tab):



When the file is correctly formatted for your processing service, click on

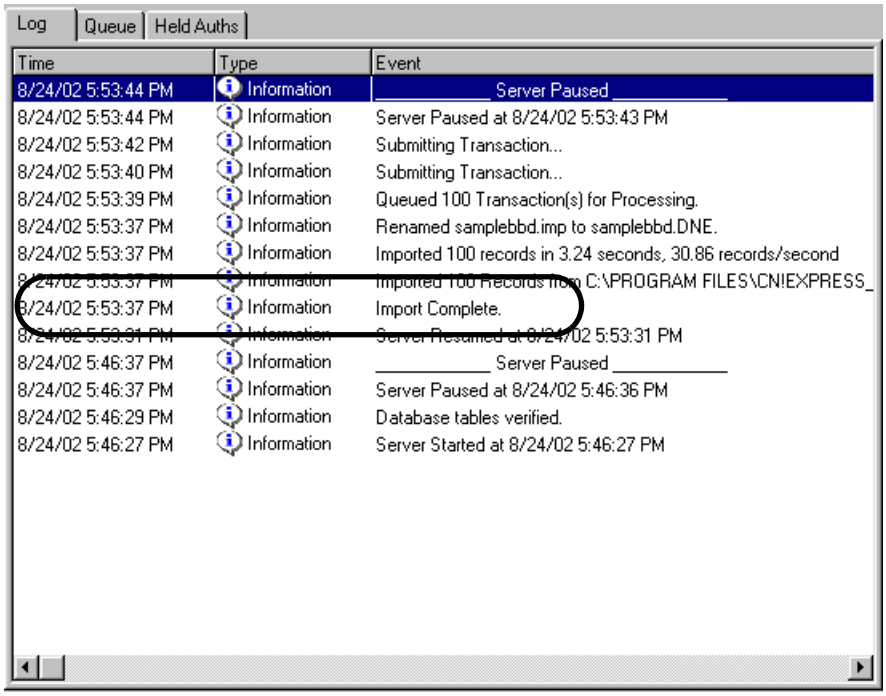
Testing Your Configuration

When you first test your configuration of imports and exports, it's best to use the demo version of the AutoProcessor; otherwise, you'll actually submit the test file to your processing service. You need a sample file with a .IMP extension, preferably a copy of the same file you used during import configuration. In the following procedure, sample.txt has been copied and renamed to *samplebbd.imp*.

1. Pause the AutoProcessor while you prepare a test file: It must have a .IMP extension and must be located in the IMPORT directory.

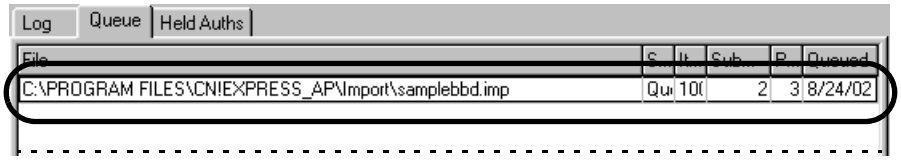
2. Click on Resume to start the AutoProcessor working.

3. Check the on-screen log to see if it records an import. For example:


Log
Queue
Held Auths
Time
Type
Event
8/24/02 5:53:44 PM Information _____ Server Paused _____
8/24/02 5:53:44 PM Information Server Paused at 8/24/02 5:53:43 PM
8/24/02 5:53:42 PM Information Submitting Transaction...
8/24/02 5:53:40 PM Information Submitting Transaction...
8/24/02 5:53:39 PM Information Queued 100 Transaction(s) for Processing.
8/24/02 5:53:37 PM Information Renamed samplebbd.imp to samplebbd.DNE.
8/24/02 5:53:37 PM Information Imported 100 records in 3.24 seconds, 30.86 records/second
8/24/02 5:53:37 PM Information Import Complete.
8/24/02 5:46:37 PM Information _____ Server Paused _____
8/24/02 5:46:37 PM Information Server Paused at 8/24/02 5:46:36 PM
8/24/02 5:46:29 PM Information Database tables verified.
8/24/02 5:46:27 PM Information Server Started at 8/24/02 5:46:27 PM

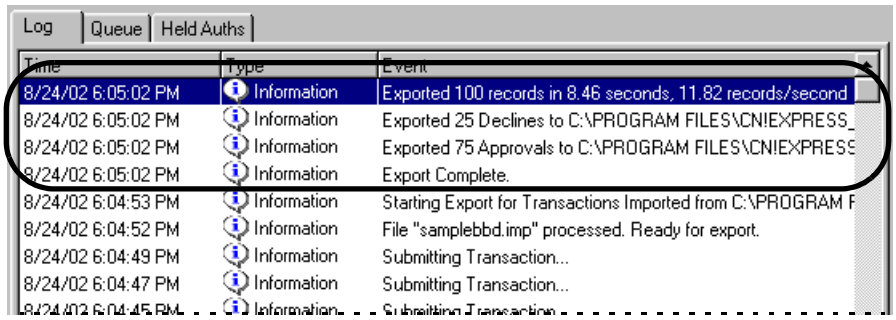
4. Click on Pause

5. Check the queue to see if the file is on the queue. For example:



6. Click on

7. When the file is processed and exported, the file should disappear from the queue. Also, the on-screen log should contain information like the following:


Log
Queue
Held Auths
Time
Type
Event
8/24/02 6:05:02 PM Information Exported 100 records in 8.46 seconds, 11.82 records/second
8/24/02 6:05:02 PM Information Exported 25 Declines to C:\PROGRAM FILES\CN!EXPRESS_
8/24/02 6:05:02 PM Information Exported 75 Approvals to C:\PROGRAM FILES\CN!EXPRESS
8/24/02 6:05:02 PM Information Export Complete.
8/24/02 6:04:53 PM Information Starting Export for Transactions Imported from C:\PROGRAM F
8/24/02 6:04:52 PM Information File "samplebbd.imp" processed. Ready for export.
8/24/02 6:04:49 PM Information Submitting Transaction...
8/24/02 6:04:47 PM Information Submitting Transaction...

8. Check the following:

   - Did you configure the AutoProcessor to place all transactions (approved, declined, and rejected) in the same EXPORT file? If so, use Windows Explorer to check that the EXPORT directory contains a file with a .EXP extension.

     In this example, the import file was named *samplebbd.imp*. Therefore, the EXPORT directory should have a file named *samplebbd.exp*.

   - Did you configure the AutoProcessor to split approvals from declines at export? If so, use Windows Explorer to check that the EXPORT directory contains a file with a .OK extension (*samplebbd.ok*). Also, the DECLINE directory may contain a file with a .BAD extension (*samplebbd.bad*), if your processing service declined or rejected at least one transaction.

   - Check that rejected transactions appear in two directories. They always appear in the REJECT directory (in this example, the file is names *samplebbd.rej*). Depending on how you configured exports, they should also appear in either the EXPORT directory or the DECLINE directory. The

AutoProcessor rejects transactions for containing improperly formatted information.

9. Check the following if they're applicable:
   - Did you process any transactions with the auth/hold action? If so, these transactions should be listed on the Held Auths screen.
   - Did you configure the AutoProcessor to create a done file (rather than deleting the .IMP file)? If so, there should be a file with a .DNE extension in the IMPORT directory.

If you can't figure out why your processing service is declining transactions, check the information in the Response column of the .BAD file. If this column doesn't appear, reconfigure your exports to show the Response Text field, as explained on page I-42.

10. View any of the files with your text editor or word processor, to check the content.
11. If the AutoProcessor doesn't act as expected or if it rejects your file:
    - Check the extensions on your files. Make sure your import file doesn't have a double extension. If you changed the default extension for any file, make sure you didn't duplicate an existing extension. Also make sure that your application recognizes the new names.
    - Check your import configuration. Make sure you configured imports to match the test file.
    - Check your export configuration.
    - Check your directory configuration. If you changed the defaults, make sure your application and the AutoProcessor know where to send and find files.

Switching from Demo to Live

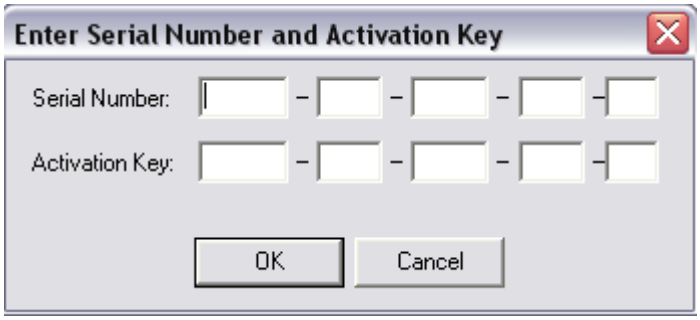
Once you switch to the live version of the AutoProcessor ***you can't switch back*** **using the Configure menu**. You must entirely uninstall the live AutoProcessor.

After you've tested your configuration and it works smoothly, you're ready to switch the AutoProcessor to the live version. First, make sure you don't have any import files (with a .IMP extension) in your IMPORT directory—especially dummy .IMP files created solely for configuration. As soon as the AutoProcessor goes live, it starts processing all the .IMP files in the IMPORT directory, and really sends transactions to the processing service.

The AutoProcessor remembers the configuration you set up in the demo version and uses it in the live version.

To switch from demo to live:

1. Click on Configure.
2. Click on Serial Number and Activation Key to view:



   Fill in your serial number and your activation key. (After you bought the AutoProcessor, these numbers were emailed to you.)

3. Click on

If you didn't configure processor settings in the demo version, you must configure them now.

If the settings for your processing service are configured to "test transactions only," the word TEST appears on the screen and your transactions *are not really* processed even though the AutoProcessor is live.

From now on the AutoProcessor is live. The word DEMO no longer appears on the upper right corner of the screen. Transactions are processed exactly as they were in the demo version, except now they are really sent to your processing service.

Chapter 5. Running the AutoProcessor As a Service

The CN!*Express* AutoProcessor runs as either a stand-alone application or as a service. During configuration and testing, you should run the AutoProcessor as an application. Afterwards, you may run the AutoProcessor as a service, with one of the following configurations:

- Local service: Both the AutoProcessor and its directories are on the same computer
- Remote service: The AutoProcessor is on one computer and at least one of its directories is on another (remote) computer.

Even with remote service, Auric Systems International recommends that you always leave your LOG directory (and .LOG files) on the same machine as the AutoProcessor.

As described in this chapter, to run the AutoProcessor as a service, you must complete the following procedures in order:

- Establish a log-on account for the service, if necessary
- Set up folders
- Install as a service
- Test the service

This chapter also describes how to remove the service.

Establishing a Log-On Account for the Service

You should **talk to your System Administrator** before you create users, grant access permissions or run as a service.

You many need a log-on account if you need special privileges for remote or local configuration. In that case, you must establish the log-on account before you install the AutoProcessor as a service.

Local Service

If all your directories (including import, export, archive, and reject) are on the same computer as the AutoProcessor, the service can run as the System Account. If you don't need a special account, the server will log on to the local system account by default.

Remote Service

If you place even one directory on a remote computer, you need a user account that serves as the "Log On As..." account for the service. That user account must have read and write privileges for the directories and the files in the directories. You must create the account on the same computer with the AutoProcessor. The exact procedure changes depending on the operating system for your computer.

The following procedures assume:

- You're running the AutoProcessor as a service.
- The import and export are configured to a remote computer.
- The two computers are peers in a workgroup with no domain users available.
- The user account is called *cnxapservice* (this is an example only; you may name the account anything you like).

XP Professional

1. Open User Accounts in the control panel.
2. Click on Create a New Account.
3. Name your new account *cnxapservice*.
4. Click **Next**.

5. At Account Type, click on the Computer Administrator radio button. (Administrators have certain rights, including the right to log on as a service.)

   Your new account is listed under Pick an account to change.

6. At Create a password, type in a password.

2000 Professional

1. Open Users and Passwords in the control panel.
2. At User Name, type *cnxapservice*.
3. Click **Next**.
4. At Password, type in a password; repeat in the Confirm Password box.
5. At Level of Access, click on Other.
6. Scroll down until Administrators appears in the Others box.
7. Click on **Finish**.

NT 4

1. Click

2. Click on Programs.
3. Click on Administrative Tools.
4. Click on User Manager.
5. Click on User in the menu bar.
6. Click on New User.
7. At the User Name, type *cnxapservice*.
8. At Password, type in a password; repeat in the Confirm Password box.
9. Remove the check-mark next to Change Password at Next Logon.
10. Place a check-mark next to Password never expires.
11. Click on **Groups**.
12. At Not member of list, click on Administrators.
13. Click on **Add**, to move Administrators to the Member of list.
14. Click

15. In the New User main window, click

    Your new account is listed under User Manager.

16. Close the window.

Setting Up and Changing Remote Directories

The following procedure is necessary if at least one AutoProcessor directory is on a remote computer (it isn't necessary for local service).

The user name and password must be exactly the same on both computers.

1. You must create a user name and password on the computer where your directories are located. This user name and password must be exactly the same as the one you established for the computer where the AutoProcessor is installed (see page I-60). Use the same procedure, also.
2. On the computer where the AutoProcessor is installed, open the AutoProcessor.
3. Click

4. Click on Configure.
5. Click on Directories.
6. Set up the UNC path to the folders on the remote machine.
7. Click

8. Click on File.
9. Click on Exit.

To change directories in the future, you must first use your user name and password to log on to the computer where the AutoProcessor is installed. Stop the service through the Windows Control Panel (that action automatically shuts down the AutoProcessor). Do not reboot. Re-open the AutoProcessor as an application, make the changes you want, and then re-start as a service.

Installing as a Service

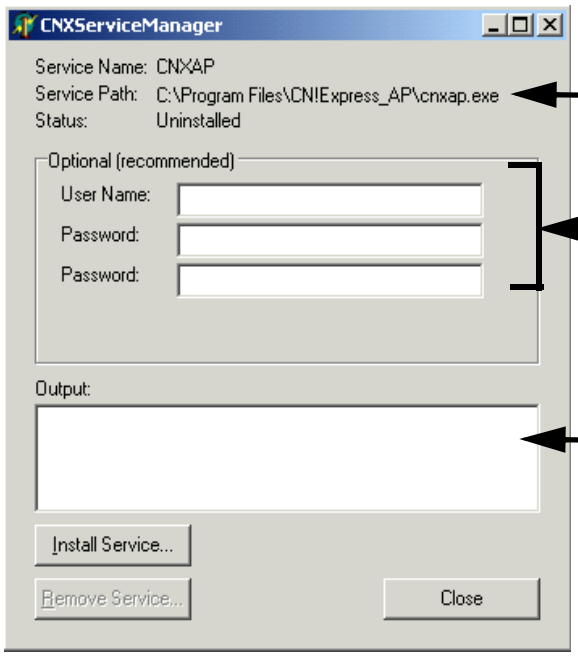
If you want to run the AutoProcessor as a service (local or remote), you must specifically select that option, but you can do that at any time. Auric Systems International strongly recommends that you first configure your system as an application, then install as a service later.

If you haven't installed the AutoProcessor on a computer—if the computer contains only the Management Tools—the service manager won't be available on that computer.

To install the AutoProcessor as a service:

1. Click on

2. Click on Programs.
3. Click on CN!Express AutoProcessor.
4. Click on CNX Service Manager to view:



Service Path shows you where your directories are located; the AutoProcessor automatically fills in this information.

Optional (recommended) information is *required* if you need special privileges for remote or local configuration.

Output area displays messages from the system.

You or your system administrator must create a user name and password before you enter it in the Service Manager. If you don't, the AutoProcessor sends an "invalid or does not exist" error message.

5. Fill in the user name and password, which you set up previously. The user name and password are required if you need special

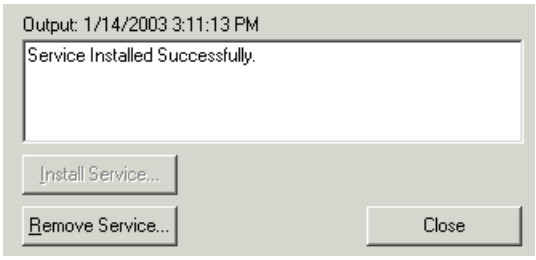
privileges for configuration. If you leave them blank, the service logs on as a local system.

- In the User Name box, type the user name.
- Press the **Tab** key on your keyboard.
- In the first Password box, type the password.

  The screen hides your password and shows *****.
- In the second Password box, type the password again, exactly the same way.

6. Click on

7. A message like the following appears in the Output box:



   The

button is no longer active.

8. Click on

to close the Service Manager window.

9. Reboot your computer (that is, shut down and restart).

Testing the Service

To test the service, use the Viewer to check if the AutoProcessor is processing transactions.

1. On the computer where your remote directories are located, install the CN!*Express* management tools.

2. Click on

3. Click on Programs.

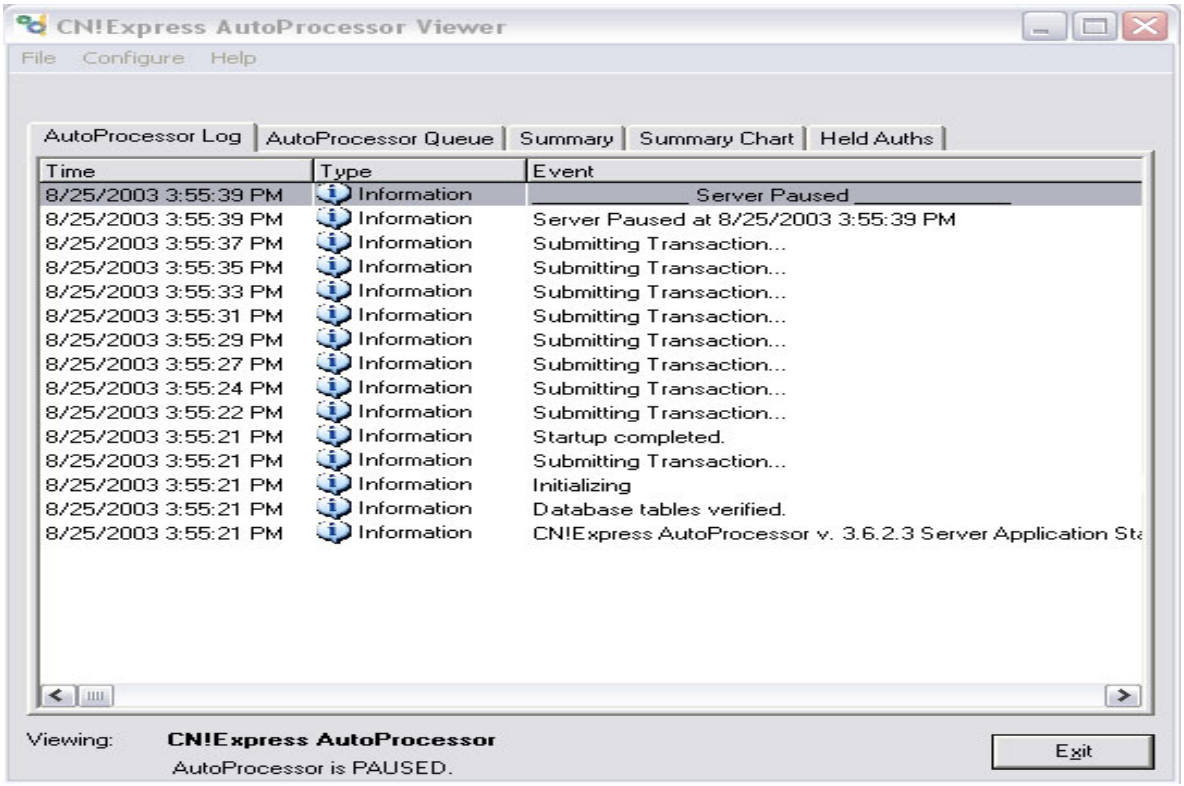
4. Click on CN!Express AP Viewer to view:

5. In the Host box, type the IP address of the computer where the directories are located.

6. In the Password box, type **VIEWER** . You must type all capital letters. (The password appears as a series of asterisks: *****.)

7. Click on

to view a screen like the following:


CN!Express AutoProcessor Viewer
File Configure Help
AutoProcessor Log
AutoProcessor Queue
Summary
Summary Chart
Held Auths
Time
Type
Event
8/25/2003 3:55:39 PM Information _____ Server Paused _____
8/25/2003 3:55:39 PM Information Server Paused at 8/25/2003 3:55:39 PM
8/25/2003 3:55:37 PM Information Submitting Transaction...
8/25/2003 3:55:35 PM Information Submitting Transaction...
8/25/2003 3:55:33 PM Information Submitting Transaction...
8/25/2003 3:55:31 PM Information Submitting Transaction...
8/25/2003 3:55:29 PM Information Submitting Transaction...
8/25/2003 3:55:27 PM Information Submitting Transaction...
8/25/2003 3:55:24 PM Information Submitting Transaction...
8/25/2003 3:55:22 PM Information Submitting Transaction...
8/25/2003 3:55:21 PM Information Startup completed.
8/25/2003 3:55:21 PM Information Submitting Transaction...
8/25/2003 3:55:21 PM Information Initializing
8/25/2003 3:55:21 PM Information Database tables verified.
8/25/2003 3:55:21 PM Information CN!Express AutoProcessor v. 3.6.2.3 Server Application St
Viewing: CN!Express AutoProcessor
AutoProcessor is PAUSED.
Exit

8. Click on the Log tab.
9. Place a file with an .IMP extension in your IMPORT directory.

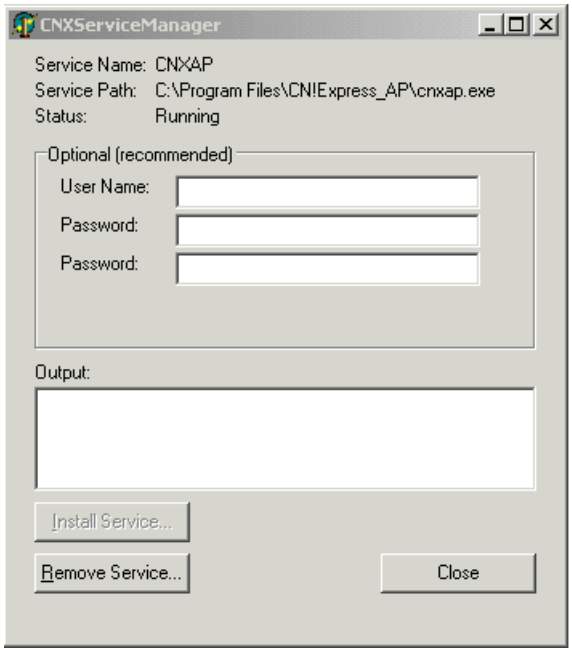
   You should see the transactions being imported, processed and exported on the Viewer screen.

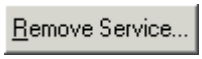
Removing as a Service

You can remove the AutoProcessor as a service at any time and then run it as an application. (If you want to change the AutoProcessor's configuration and it's running with a remote service, you must stop the service before making configuration changes; but you don't have to remove the service.)

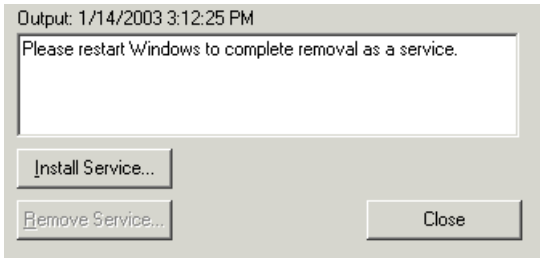
To remove the AutoProcessor as a service:

1. Log into the AutoProcessor as an account that has read and write permissions to all the AutoProcessor directories (for example, *cnxapservice*). Otherwise an error message appears: Error: Can't access one or more directories as configured. Retrying.
2. Click on Programs.
3. Click on CN!Express AutoProcessor.
4. Click on CNX Service Manager to view:



5. Press 

6. A message like the following appears in the Output box:



The Remove Service... button is no longer active.

7. Click on Close to close the Service Manager window.

You must restart Windows to completely remove the service.

Chapter 6. Operating the AutoProcessor

While the AutoProcessor is importing or exporting a file, it has exclusive access. That is, no external application is allowed to touch the file until the import or export is completed.

You've configured and tested the AutoProcessor, and you've arranged for an external application to send delimited text files to it. Now you're ready for the AutoProcessor to automatically import, submit, and export files.

Click on

The AutoProcessor starts working immediately and keeps on working. You may never need to touch it again.

However, there may be a few tasks you want to perform in the future: pause, resume, open, close, observe the queue status, delete a file, and archive log files. This chapter describes those operations.

Pausing, Closing, and Exiting the AutoProcessor

Pausing or Resuming the AutoProcessor

The following buttons toggle; only one appears at the screen at any time:

- Click on

and the AutoProcessor stops working.
- Click on

and the AutoProcessor begins working.

Closing and Opening the AutoProcessor Console

To close the AutoProcessor console (hide the main screen from view):

1. Click on File.
2. Click on Close.

Closing the AutoProcessor console and hiding the main screen from view won't automatically pause the AutoProcessor:

- To stop the AutoProcessor from processing transactions, you have to pause *before* you close. The AutoProcessor stays paused until you open it again and click on the Resume button.
- If you don't pause before closing, the AutoProcessor keeps on processing transactions even though the main screen is hidden.

To open the AutoProcessor console (show the main screen):

- Either double click on the icon that appears on the task bar of your desktop.
- Or, if you don't see the icon, stop the service, then open the AutoProcessor as an application as described on page I-13.

Exiting the AutoProcessor

When you exit the AutoProcessor, you shut down (quit) the program. The method for exiting the AutoProcessor differs depending on whether it's running as an application or a service.

Regardless of how you exit, the AutoProcessor stays paused as long as the AutoProcessor is shut down. But when you start up again:

- Either the AutoProcessor *automatically begins processing transactions*, even before you open the console (that is, *before* you click on the icon). This is the default.
- Or you configured the AutoProcessor to start paused. In that case, the AutoProcessor does not automatically begin processing.

Exiting When Running As an Application

You ***can't exit*** the AutoProcessor if it's running. To exit the AutoProcessor, you have to pause first.

To exit the AutoProcessor:

1. Click on

2. Click on File.
3. Click on Exit.

Exiting When Running As a Service

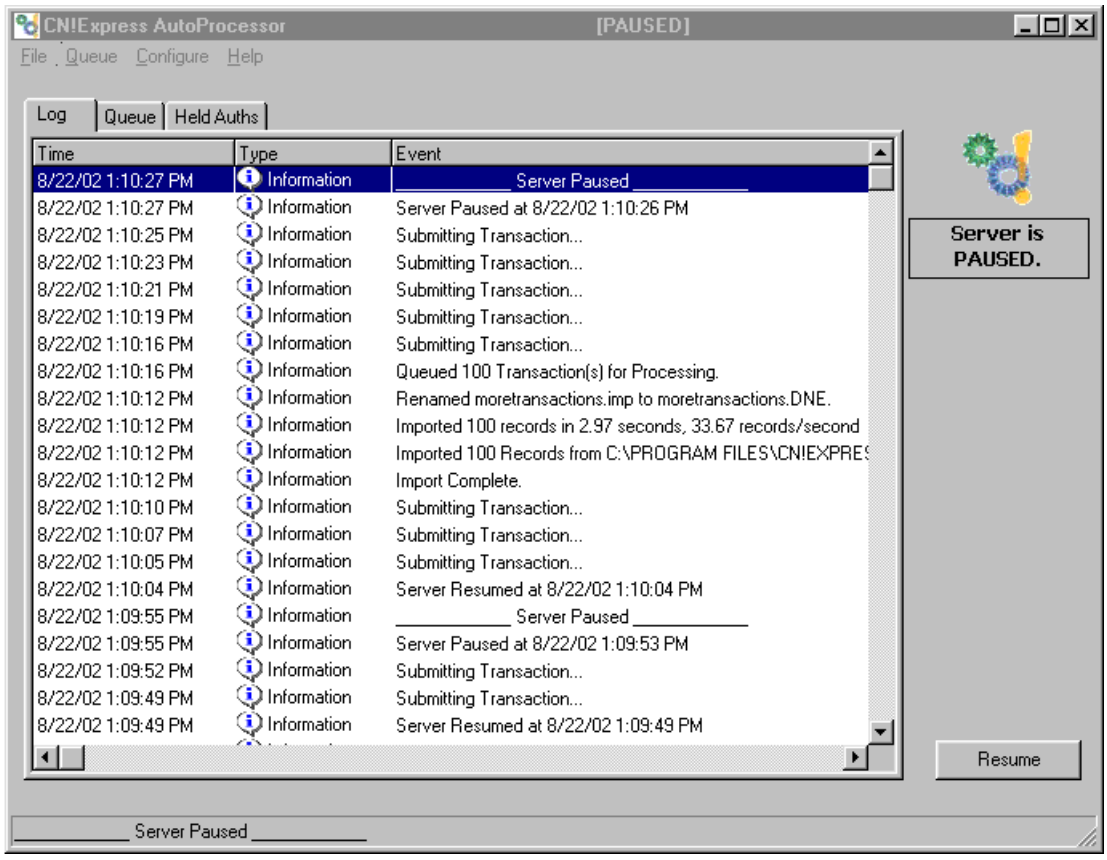
To exit the AutoProcessor, stop the service through the Windows Control Panel. The AutoProcessor automatically shuts down.

Understanding the Events Log

The AutoProcessor logs operating events (such as server pause and resume, file import and export, and submission of transactions) in two ways: on the Log screen and in a log file.

The Log Screen

On the Log screen, the AutoProcessor lists the events that occur from the moment when the AutoProcessor starts, up to a maximum of 200 events. After 200, the oldest events disappear from the screen, although they're still available in the log file. The Log screen is reset at midnight each night or any time that you exit (shut down) the AutoProcessor. Click on the Log tab to view:


CN!Express AutoProcessor
[PAUSED]
File Queue Configure Help
Log
Queue
Held Auths
Time
Type
Event
8/22/02 1:10:27 PM Information _____ Server Paused _____
8/22/02 1:10:27 PM Information Server Paused at 8/22/02 1:10:26 PM
8/22/02 1:10:25 PM Information Submitting Transaction...
8/22/02 1:10:23 PM Information Submitting Transaction...
8/22/02 1:10:21 PM Information Submitting Transaction...
8/22/02 1:10:19 PM Information Submitting Transaction...
8/22/02 1:10:16 PM Information Submitting Transaction...
8/22/02 1:10:16 PM Information Queued 100 Transaction(s) for Processing.
8/22/02 1:10:12 PM Information Renamed moretransactions.imp to moretransactions.DNE.
8/22/02 1:10:12 PM Information Imported 100 records in 2.97 seconds, 33.67 records/second
8/22/02 1:10:12 PM Information Imported 100 Records from C:\PROGRAM FILES\CN!EXPRES
8/22/02 1:10:12 PM Information Import Complete.
8/22/02 1:10:10 PM Information Submitting Transaction...
8/22/02 1:10:07 PM Information Submitting Transaction...
8/22/02 1:10:05 PM Information Submitting Transaction...
8/22/02 1:10:04 PM Information Server Resumed at 8/22/02 1:10:04 PM
8/22/02 1:09:55 PM Information _____ Server Paused _____
8/22/02 1:09:55 PM Information Server Paused at 8/22/02 1:09:53 PM
8/22/02 1:09:52 PM Information Submitting Transaction...
8/22/02 1:09:49 PM Information Submitting Transaction...
8/22/02 1:09:49 PM Information Server Resumed at 8/22/02 1:09:49 PM
Server is PAUSED.
Resume
_____ Server Paused _____

The columns on the Log screen give you the following information:

Column	*Information*
Time	The date (mm/dd/yy) and time (hh:mm:ss) when the event occurred
Type	The type of event: Information (such as "submitting transaction"), Warning (such as "Rejected 20 Records") or Error (such as "error connecting to host")
Event	A detailed description of the event

The Log screen can also be viewed with the AutoProcessor Viewer.

The Log Files

The entire log file (not just the 200 most recent events) is stored in the LOG directory and has a .LOG extension. The AutoProcessor creates a new file beginning at midnight on every day that it runs. For example, all the operating events that occur during August 4, 2002, are logged to *cnxap_20020804.log*; and all the events that occur during August 9, 2002, are logged to *cnxap_20020809.log*.

You might want to remove the oldest log files periodically, to conserve space on your hard drive.

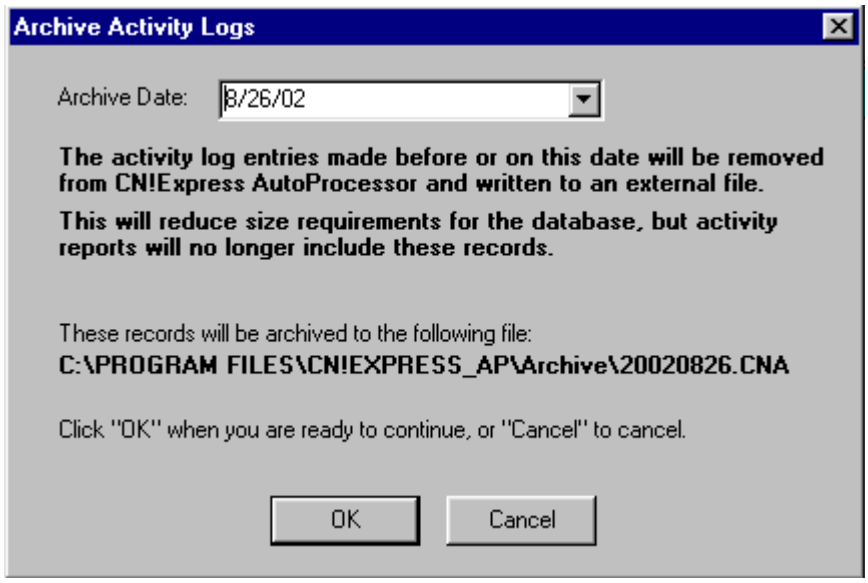
Archiving the Processed Transactions File

The AutoProcessor keeps track of processed transactions, including information about the amount and type of transaction and similar details (depending on your processing service). This information is kept in an internal file, which is used to construct summaries and summary charts for the AutoProcessor Viewer. You may archive past entries in this file. When the AutoProcessor archives, it copies transactions from the internal file to an external text file, then deletes those transactions from the internal file. The external file has a .CNA extension and is stored in the ARCHIVE directory.

Once transactions are archived they're no longer available for summaries using the AutoProcessor Viewer. For more information, see the *AutoProcessor Management Tools* manual.

To archive the processed transactions:

1. If you are using any management tools (either Capture Manager or Viewer), shut them down first. If the management tools are running (either locally or remotely) when you archive, they immediately lose their connection.
2. Click on File.
3. Click on Archive to view:


Archive Activity Logs
Archive Date:
8/26/02
The activity log entries made before or on this date will be removed from CN!Express AutoProcessor and written to an external file.
This will reduce size requirements for the database, but activity reports will no longer include these records.
These records will be archived to the following file:
C:\PROGRAM FILES\CN!EXPRESS_AP\Archive\20020826.CNA
Click "OK" when you are ready to continue, or "Cancel" to cancel.
OK
Cancel

If you archive more than once on the same day, a new file is created with a consecutive number:
20020826.CNA
20020826_001.CNA

The AutoProcessor automatically creates a name for the archive file, based on the Archive Date. For example, 20020826.CNA is the file name for the archive that includes transactions completed on or before 2002, in August (08), and on the 26th day.

4. Select a cutoff date (Archive Date) for the part of the processed transactions that will be archived. Do one of the following:
   - Type a date in the Archive Date box (including the slashes).
   - Or click on ▼ to view a calendar and select a date.
   - Or keep the default date, which is 30 days earlier than today's date. (For example, if today is August 10, the default date is July 11.)
5. Click on OK to start the archive.
6. Wait. After a while, you'll see a message like the following:

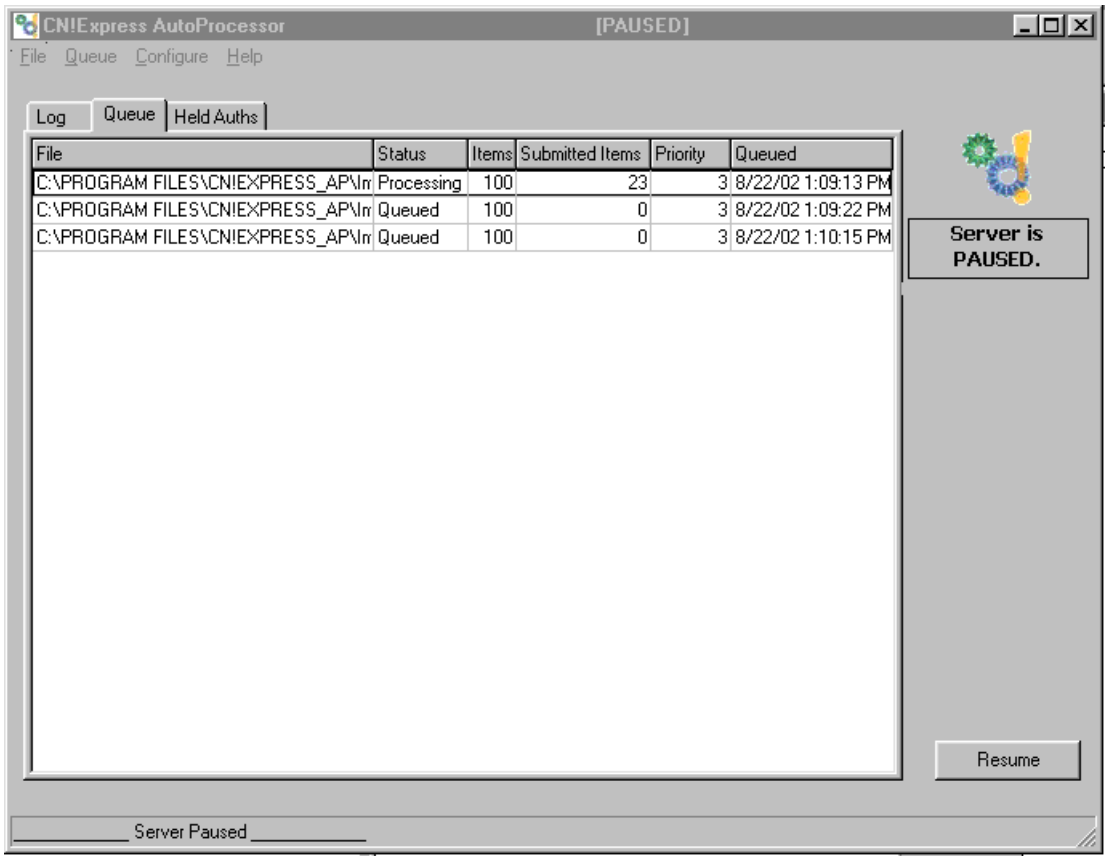
CN!Express AutoProcessor
Archive Complete.
Archived 20 records entered on or before 8/26/02 to file C:\PROGRAM FILES\CN!EXPRESS_AP\Archive\20020826.CNA.
OK

7. Click on OK

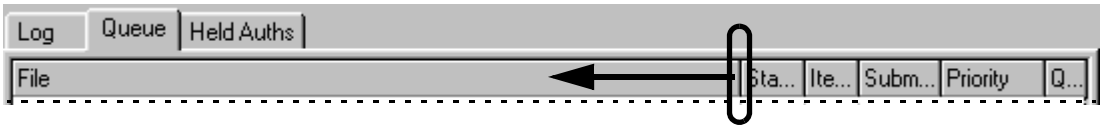
The AutoProcessor archived all transactions processed on or before the date you chose.

Viewing the Queue

The AutoProcessor queue lists imported files currently in the AutoProcessor system. The queue describes each imported file and tells you its status: ready for processing (Queued); currently processing (Processing); or ready for export (Completed). When all the transactions in the file have been exported to your external application, the file disappears from the queue. Click on the Queue tab to view:



If the full column names aren't showing (for example, if you see Sta... instead of Status), click on the bar after the File column and drag it left:



The columns on the Queue screen give you the following information:

Column	*Information*
File	The name of the imported file in the queue
Status	Whether the transactions in the file: • Are ready for processing (Queued) • Are being processed (includes sending the transaction to the processing service and receiving the response) (Processing) • Are all returned from the processing service but not yet exported (Completed)
Items	The total number of items in the file (one transaction or thousands)
Submitted Items	The number of items that have been submitted for processing so far
Priority	Assigned as files are imported: files containing a single transaction receive priority 1; files from the IMPORT directory receive priority 3; files from the BATCHIMPORT directory receive priority 4 (priority 2 is for internal use only)
Queued	The date and time when the file was placed on the queue

The queue can also be viewed with the AutoProcessor Viewer.

Deleting a File That's Currently in the Queue

If you're using the demonstration version of the AutoProcessor, then deleting a file has no real effect on transactions.

As a last resort, if something is wrong with a file, you can delete it from the queue before all the transactions are submitted to your processing service.

Auric Systems International strongly recommends that you do *not* delete a file from the queue if processing has already begun.

Transactions that were submitted before you deleted the entire file go on to the processing service; there's no way to stop them.

To delete a file from the queue:

1. Click on

2. Click on the Queue tab to see the queue.
3. Click on the name of the file you want to delete.
4. Click on the Queue menu.
5. Click on Remove Job to view:

CN!Express AutoProcessor
The selected job will be removed, and its transactions deleted from CN!Express AutoProcessor. Would you like to Export these transactions before removing the job?
(Click 'Yes' to Export and then delete, 'No' to just delete, or 'Cancel' to not delete anything).
Yes
No
Cancel

6. Do one of the following:
   - Click on

to first export the transactions that were already submitted to your processing service, before deleting.
   - Click on

to complete delete the entire file from the AutoProcessor data base, without exporting anything.

Once the file is deleted from the queue, you can't restore it; you have to re-import it. The deleted transactions appear on the log screen as declined transactions.

Your Log screen may show that some transactions were submitted to your processing service (approved transactions). Those submissions can't be stopped or recalled.

If you configured the AutoProcessor to create done files, the saved copy of your original file (with a .DNE extension) is still in the IMPORT directory. You decide how you want to handle the done file:

- Either manually delete the done file, using Windows Explorer.
- Or edit the done file, then rename it with a .IMP extension and re-import it. *Before you re-import*, make sure that you first delete any transactions that were processed; otherwise, they'll be processed again.

Viewing Held Auths

Suppose you send a transaction to the processing service for authorization. If the processing service accepts the transaction, it reserves enough money in the card holder's account to complete the transaction in the future. The processing service then returns the authorized transaction to you. When you the send this transaction back to the processing service, you're telling the processing service that it's okay to move the money from the card holder's account and deposit it into the merchant's account, completing the transaction.

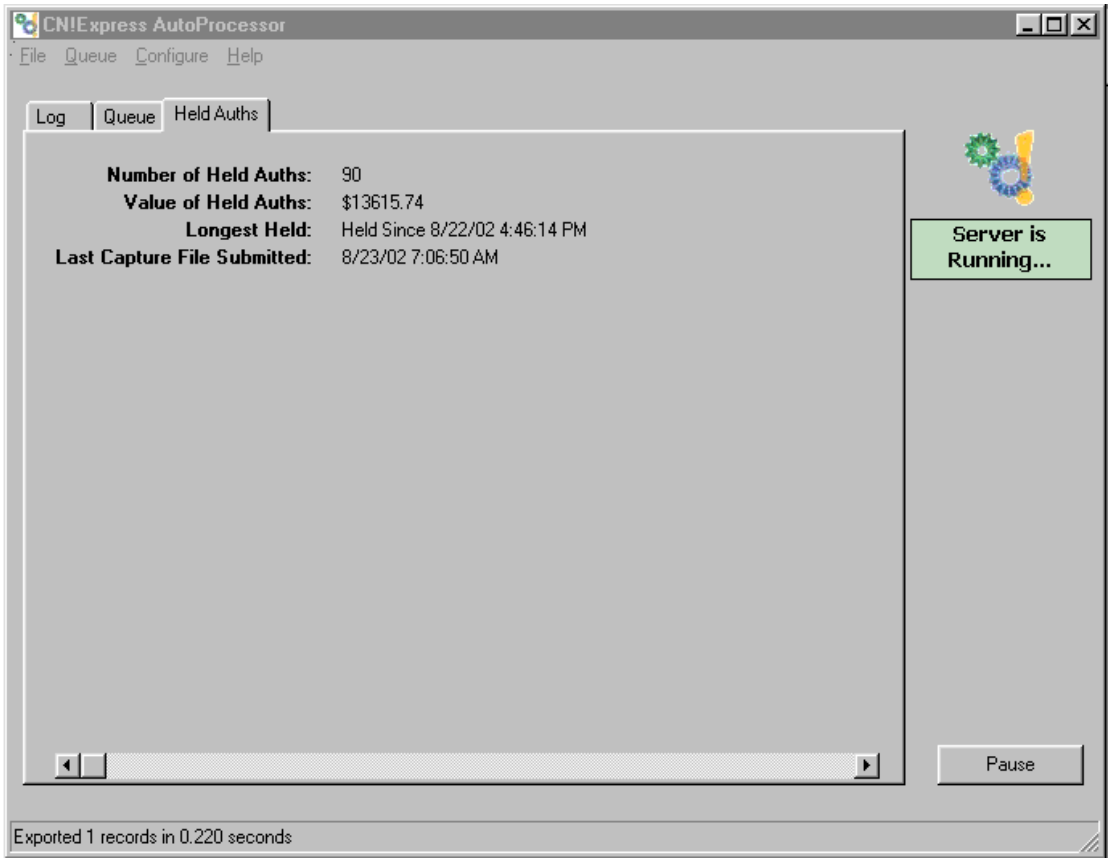
When you configure imports, you can decide to handle authorization transactions in any of three ways:

- Authorization and Capture. The AutoProcessor sends the transaction for authorization; when it's authorized, the AutoProcessor immediately returns it to the processing service as a delayed capture/deposit. When the processing service receives the delayed capture/deposit transaction, it takes the reserved money from the card holder's account and deposits it in the merchant's account.
- Authorization. The AutoProcessor sends the transaction for authorization; when it's authorized, the AutoProcessor holds it in the export file for further processing by an external application, such as CN!*Express* SU, or by re-importing the OK file, using the capture action.
- Auth/Hold. The AutoProcessor sends the transaction for authorization. After it's authorized, the AutoProcessor holds it in a data base. You can either manually process the transaction using the AutoProcessor Capture Manager or automatically complete it by re-importing (using the Ship action).

The Ship action is used with ICV-style transactions ("Appendix B. ICVerify® (ICV-Style) Files" on page III-7).

The AutoProcessor Capture Manager lets you decide whether to complete the transaction. You review the transactions and decide which ones to send back to the processing service (see the *AutoProcessor Management Tools* manual for more information).

The Held Auths screen in the AutoProcessor summarizes the transactions that are ready for authorization and review in the Capture Manager. Click on the Held Auths tab to view:


CN!Express AutoProcessor
File Queue Configure Help
Log Queue Held Auths
Number of Held Auths: 90
Value of Held Auths: $13615.74
Longest Held: Held Since 8/22/02 4:46:14 PM
Last Capture File Submitted: 8/23/02 7:06:50 AM
Server is Running...
Pause
Exported 1 records in 0.220 seconds

The following information appears on the Held Auths screen:

Column	*Information*
Number of Held Auths	The total number of authorizations waiting for further processing
Value of Held Auths	The total value of the held authorizations
Longest Held	Date and time when the oldest of the authorizations was first held
Last Capture File Submitted	Date and time when transactions were last sent from the Capture Manager to your processing service

The gap between the Longest Held date and the Last Capture date tells you how long its been since you ran Capture Manager and sent transactions back to the processing service.

Every processing service has its own deadline for completing an authorization and delayed capture. If you send the transaction after that time, the service may return the transaction as Failed; or it may automatically generate a new authorization code and complete the transaction without waiting for you. Each processing service treats this situation in its own way.

Chapter 7. Maintaining and Troubleshooting

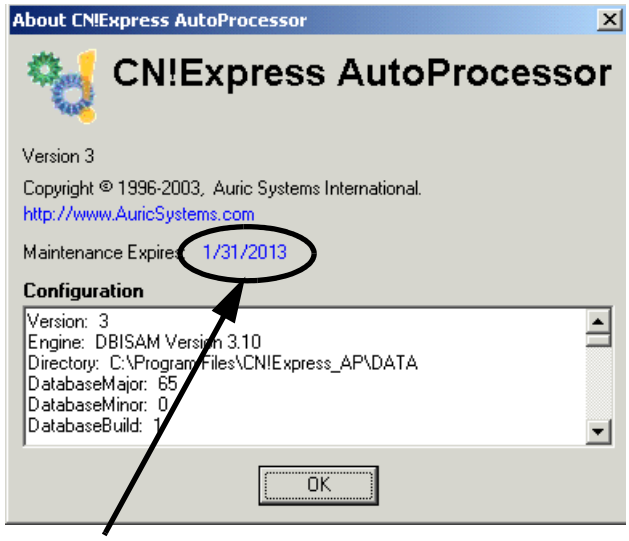
This chapter describes how to troubleshoot and maintain the AutoProcessor.

Maintenance Contract

The AutoProcessor comes with a year of free maintenance, support and updates. When the year expires, you may renew the maintenance contract by contacting Auric Systems International.

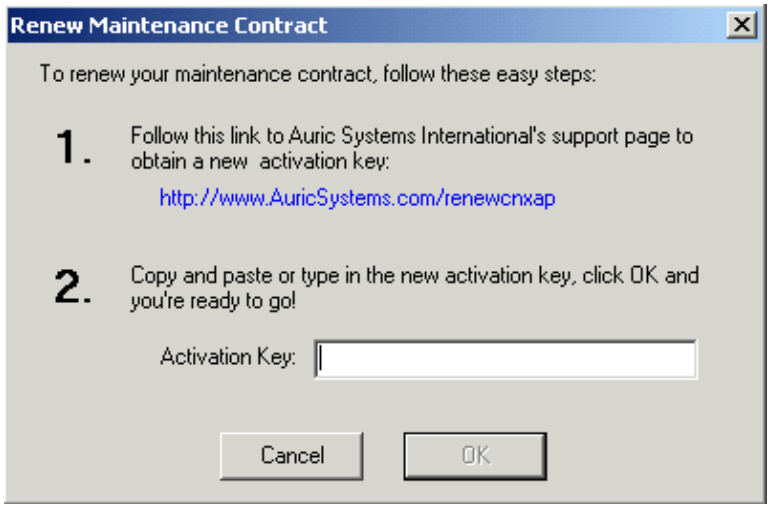
For information on the expiration date of your contract and on contacting Auric Systems International:

1. Make sure you're running the AutoProcessor live (not demo). (For information on switching to the live AutoProcessor, see "Switching from Demo to Live" on page I-58.)
2. Click on Help.
3. Click on About to view a screen like the following:



You need to renew your maintenance contract on or before the expiration date shown.

4. Click on the date to view:


Renew Maintenance Contract
To renew your maintenance contract, follow these easy steps:
1.
Follow this link to Auric Systems International's support page to obtain a new activation key:
http://www.AuricSystems.com/renewcnxap
2.
Copy and paste or type in the new activation key, click OK and you're ready to go!
Activation Key:
Cancel
OK

(You can also view this screen directly by clicking Help, then Maintenance Contract.)

5. Follow the directions for renewing your maintenance contract or call Auric Systems International.

Troubleshooting the AutoProcessor

If you need to contact Auric Systems International, please copy down any error messages you received and keep notes on what happened before and after the trouble started. This information will help us solve your problem quickly.

To contact technical support for the CN!*Express* AutoProcessor:

Phone:	603-924-6079
E-mail:	support@AuricSystems.com
Web Site:	www.AuricSystems.com

Please have your serial number handy. The serial number and activation key were e-mailed to you.

Once you switch to the live AutoProcessor, you can also find your serial number and activation key under the Help menu:

1. Click on Help.
2. Click on About.
3. Scroll down to Serial Number and then Activation Key.
4. Write down the numbers.
5. Click on

to leave the Help menu.

Your problem might involve the external application or your processing service. Contact your processing service directly.

Backing Up and Restoring the Data Base

You should back up the AutoProcessor data base regularly.

To back up:

1. Pause the AutoProcessor.
2. Using Windows Explorer, look under Program Files to find the CN!Express_AP directory.
3. Copy the CN!Express_AP DATA directory from your hard drive on to a zip disk or floppy.

If you need to restore the data base, first exit the AutoProcessor. Then copy the backed up files over the existing files in the CN!Express_AP directory.

Deleting Old Files

You can delete old files from any directory; however, deleting old files could affect the AutoProcessor's file naming.

If all your files have the same name (for example, ABC), the AutoProcessor attaches a distinctive number to each one. The AutoProcessor always uses the lowest available number. For example:

- ABC.DNE
- ABC_001.DNE
- ABC_002.DNE
- ABC_003.DNE
- ABC_004.DNE

In this example, the next .DNE file that the AutoProcessor creates is named ABC_005.DNE.

But suppose, before that happens, you delete the old files ABC_001.DNE and ABC_002.DNE. In that case, the next .DNE file that the AutoProcessor creates is named ABC_001.DNE.

Therefore, the number 001 doesn't guarantee that ABC_001.DNE is your oldest file.

To prevent problems, make sure each file has a unique name and check the date of a file before deleting it.

Recovering

The recover operation checks the integrity of the data base, cleans it if necessary, and rebuilds the indices that the AutoProcessor uses. You should recover only if asked to do so by your technical support or by Auric Systems International.

To recover:

1. Click on File.
2. Click on Recover.

   You'll see a statement like the following on the main CN!*Express* AutoProcessor screen:

Part II. Your Processing Service

Chapter 1. Working with Your Processing Service

The AutoProcessor works with many different operating systems, applications, and processing services.

Part II of the CN!*Express* AutoProcessor manual contains information on configuring the AutoProcessor to work with your specific processing service. It explains the system requirements and limitations for each configuration.

Chapter 2. Chase Merchant Services

Chase Merchant Services (CMS) processes transactions through the First Data Merchant Services (FDMS) South platform (formerly known as NABANCO). Communication to FDMS South is through the Datawire Internet Protocol Network (IPN). This is a high-speed, highly reliable communications methodology.

The AutoProcessor supports Chase Merchant Services for processing credit card and purchase card (Level II) transactions in United States currency.

Chase Merchant Services works with several other services and companies. Here's a quick overview of where everyone fits into the process:

- Chase Merchant Services (CMS)

  The bank with which you have a relationship. Chase Merchant Services is a joint relationship between Chase Bank and First Data Merchant Services.

- First Data Merchant Services (FDMS) (formerly known as NABANCO)

  The transaction processor to which all credit card transactions are sent.

- Datawire

  A communications company that provides the services for transporting transactions from your computer to FDMS.

Setting Up the AutoProcessor for Chase Merchant Services

To set up the AutoProcessor to use Chase Merchant Services:

1. Start the AutoProcessor.
2. Make sure the AutoProcessor is paused.

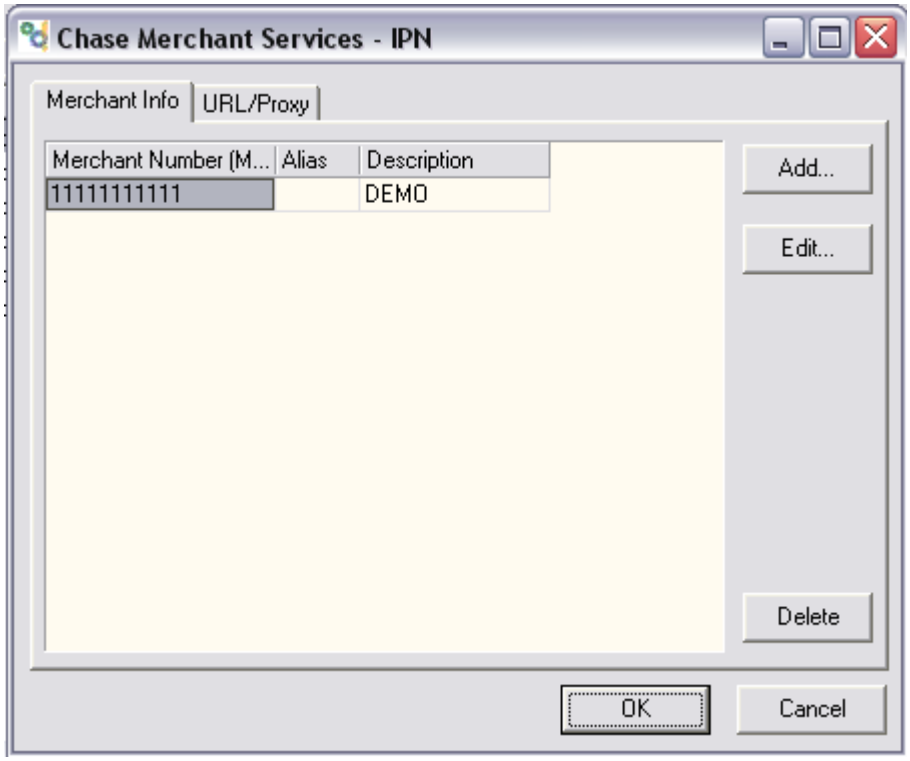
   If the

button is showing, click on it.

3. Press **Alt C**, then **P** to view:
4. Click on each tab provided (Merchant Info, URL/Proxy) and fill in the information as described in the next sections.

Configuring Merchant Information

1. Click on Merchant Info to view:

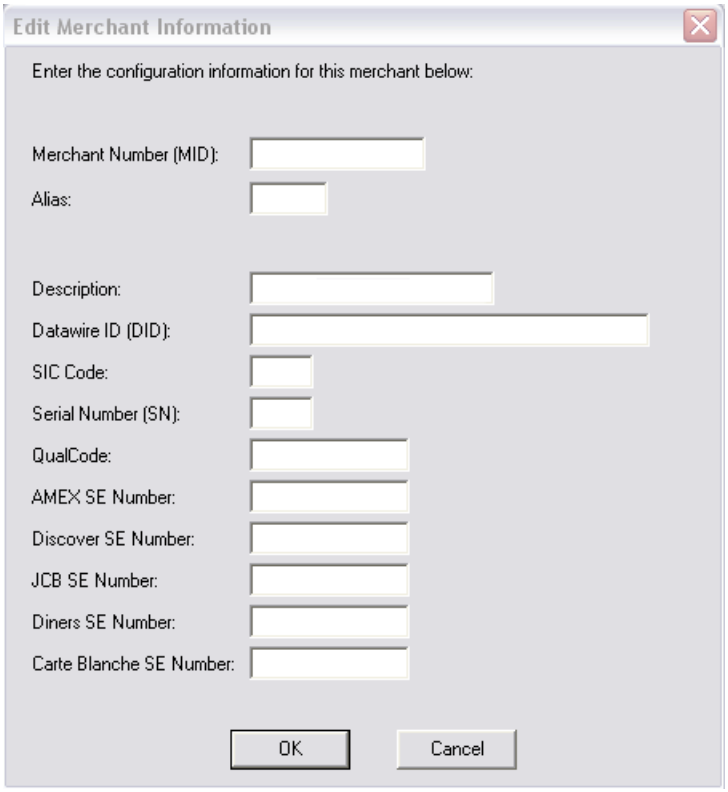


2. On the Merchant Info tab, set-up each merchant account you have registered with Chase Merchant Services/FDMS (most users will have only one merchant account, but some may have more than one):

   - Click on Edit... to change an exiting account.

   - Click on Add... to add an account.

   In either case, you'll view a screen like the following:



3. Fill in the following information (all information is required unless otherwise noted):

Field	*Fill Out by Typing . . .*
ALIAS	A 4-character alias you can set up to refer to this merchant (optional)

Field	*Fill Out by Typing . . .*
AMEX SE NUMBER	Service establishment (SE) number supplied by American Express (Amex)
CARTE BLANCHE SE NUMBER	Service establishment (SE) number provided by Carte Blanche
DATAWIRE ID (DID)	The DID supplied by Datawire on behalf of CMS
DESCRIPTION	A description you can set up to help you remember this merchant configuration (optional)
DINERS SE NUMBER	Service establishment (SE) number provided by Diners Club
DISCOVER SE NUMBER	Last 10 digits of service establishment (SE) number provided by Discover
JOB SE NUMBER	Digits 5 through 14 of the service establishment (SE) number provided by JCB
MERCHANT NUMBER (MID)	The 11-digit MID supplied by CMS
QUAL CODE	A code supplied by FDMS
SERIAL NUMBER (SN)	A 2-digit SN supplied by FDMS
SIC CODE	SIC code supplied by CMS, if needed

4. Click on

5. To delete a merchant account, click on the account, then click on

   You should delete the demonstration account (Merchant Number 11111111111) before you switch to the live AutoProcessor.

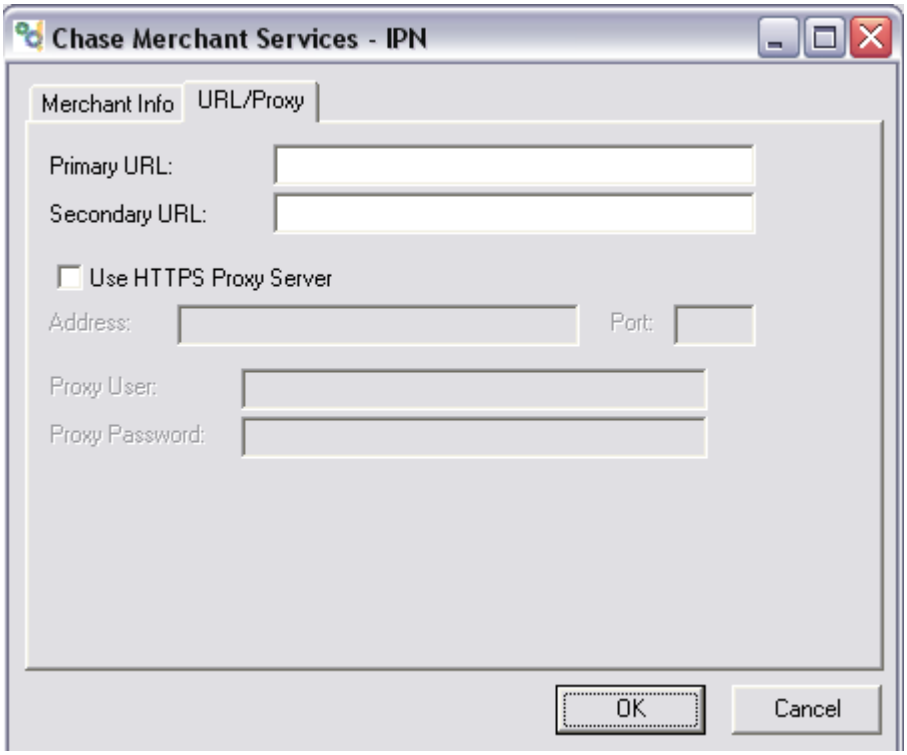
6. When you have finished making changes, click on

Configuring the URL/Proxy Connection

Datawire provides two URLs (Internet Addresses) for transaction processing: a primary URL and a secondary URL.

To enter the URL:

1. Click on the URL/Proxy tab to view:



   Enter the primary and secondary URLs provided by Datawire.

2. If you are connecting through a proxy server (ask your company's network administrator), you must click on the HTTPS proxy server box to add a check-mark.

3. If the Use HTTPS Proxy box is check-marked, fill in the following:

   - Address (proxy server address)
   - Port (proxy server port)
   - Proxy User (proxy server user)
   - Proxy Password (proxy server password)

4. Click on

Processing Transactions

Supported Transactions

When configured to support Chase Merchant Services, the AutoProcessor supports the following transaction types:

Action	*Description*
H, C5	AUTH/HOLD
A, C6	AUTHORIZATION
R, C3	CREDIT/REFUND
F, C5	OFFLINE/VOICE
D	SALE/SETTLE
Z, CO	SHIP/CAPTURE AN AUTH/HOLD

Processing Options

If you don't settle transactions at the end of the day, your customers' credit cards won't be charged and money won't be transferred to your account.

The Chase Merchant Services requires processing in two phases:

- An initial authorization
- Settlement

Settlement can contain Sale (deposit/capture), Credit (refund), Offline/Voice, and Ship (Capture and Auth/Hold) transactions. Auth/Hold transactions can also be settled using the Capture Manager.

Authorization and Sale

This is the recommend approach. In this approach, the external application (the merchant's software) remembers the necessary specific information required by your processing service at settlement time.

1. The external appliation sends an Authorization transaction to the AutoProcessor.
2. The AutoProcessor sends the transaction to Chase Merchant Services, who authorizes it. Then the AutoProcessor sends the authorized transaction to the external application.
3. The external application *must store* the returned Transaction Reference Key with the authorized transaction. This key contains

If the external application can't store the Transaction Reference Key, the merchant should use the Auth/Hold and Ship method described below.

specific information required by your processing service to later capture/settle the transaction. The Transaction Reference Key may contain up to 100 alphanumeric characters.

4. At the end of the day, the external application submits a file containing all the transactions to be settled that day. The file contains the credit card number, the dollar amount, and the Transaction Reference Key value. The transaction type is Sale (D).

   The end of day settlement file may also contain Refunds and any Offline/Voice (sometimes called Force) transactions.

Auth/Hold and Ship

The Ship transaction looks for a match in the Auth/Hold transaction for the following fields: Transaction ID, Account Number, and Auth Code. The Amount of the Ship transaction must be less than or equal to the authorized amount.

In this approach, the AutoProcessor remembers the Transaction Reference Key. When a Auth/Hold transaction is ready to ship (entirely or in part), a Ship transaction is sent. The Ship transaction retrieves information from the matching Auth/Hold transaction. Therefore, the external application (the merchant's software) *doesn't have to store* the Transaction Reference Key. The AutoProcessor matches the Ship transaction to the Auth/Hold transaction and retrieves the Transaction Reference Key automatically.

The process works as follows:

1. The external application sends an Auth/Hold transaction to the AutoProcessor.
2. The AutoProcessor sends the transaction to Chase Merchant Services, who approves it. Then the AutoProcessor sends the successful transaction to the external application. The AutoProcessor also stores the successful transaction with the Transaction Reference Key.
3. The external application must store the returned Auth Code (along with the transaction ID, account number, and amount) with the successful transaction.
4. At the end of the day, the external application sends the AutoProcessor a file containing *all* the transactions to be settled that day. The file contains the Auth Code. The transaction type is Ship (Z or CO).

   (The end of day settlement file may also contain Refunds and any Offline/Voice (sometimes called Force) transactions.)
5. The AutoProcessor matches the Ship transaction with the Auth/Hold transaction and retrieves the Transaction Reference Key.

6. The AutoProcessor sends the transactions to Chase Merchant Services for settlement.

Another approach is to use the Capture Manager to capture and settle the individual Auth/Hold transactions.

Importing and Exporting

Import/Export File Formats

The AutoProcessor ships with default import and export templates designed for Chase Merchant Services processing. A sample CMS-specific import file is also provided: CMS.txt.

When processing with Chase Merchant Services, you should always:

- Format import and export files exactly the same.
- Provide an import/export field for the Transaction Reference Key even if you're planning to use the Auth/Hold and Ship processing method.

Having the same import/export template format makes it easier to deal with any communication problems that occur during the settlement phase.

Configuring Import Files

When you configure import files, the Default Values screen allows you to choose the method you prefer for receiving transactions. Three choices are provided under E-Commerce:

- Non-set channel encrypted (the default); you receive transactions through a secure method other than the SET standard.
- Secure (SET); you receve transactions using the SET standard.
- Non-secure; you receive transactions through a non-secure channel (not recommended).

Problems with Sending Files

If you have problems sending a file to Chase Merchant Services/ FDMS:

- The entire file will be exported and declined.
- The Transaction Reference Key will change for all transactions.

After a problem, the Transaction Reference Key includes additional transaction ID information. Chase Merchant Services/FDMS wants to see that additional information the second time the file is transmitted. Thus, if your file fails, you need to re-import and re-send the .BAD file (in the AutoProcessor's DECLINE directory). Do *not* re-import and re-send the original file, because it doesn't contain the additional transaction ID information.

Understanding Limitations and Requirements

When processing through Chase/FDMS, the AutoProcessor works within these specific limitations:

- During settling, all transactions in a single file must be for the same Merchant ID (MID). This is not a limitation on Authorization or Auth/Hold transactions.
- Settlement transactions should be sent in a batch. The batch may contain one transaction or thousands of transactions. Auric Systems International strongly recommends that you *do not settle transactions one-by-one*.
- Credit card and purchase card (Level II) transactions are supported.
- Check processing is not supported.
- Processing is in U.S. currency only.

System Requirements

When configured for Chase Merchant Services, the AutoProcessor has the standard system requirements. It does not require a fixed TCP/IP address.

Chapter 3. FNMS PayFuse Gateway

First National Merchant Solutions processes transactions through their PayFuse product. Interface to PayFuse is through a highly secure 128-bit encrypted HTTPS communications channel.

The AutoProcessor supports PayFuse in processing credit card and purchase card (Level II) Transactions processed in U.S. currency.

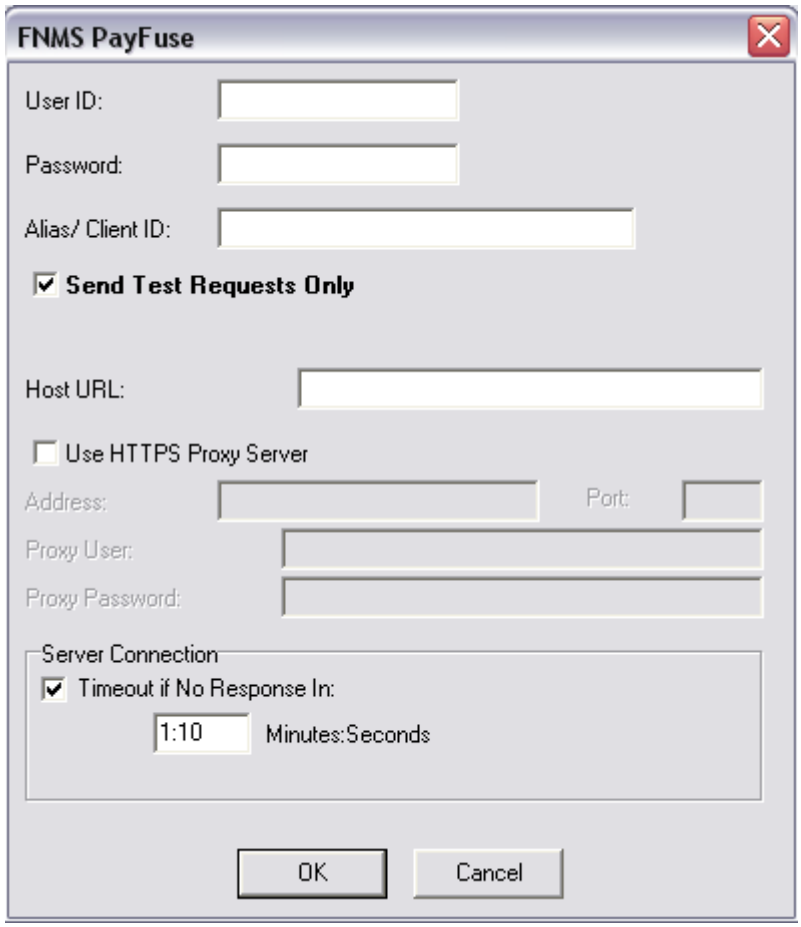
Setting Up the AutoProcessor for PayFuse

To set up the AutoProcessor to use the FNMS PayFuse Gateway:

1. Start the AutoProcessor.
2. Make sure the AutoProcessor is paused.

   If the Pause button is showing, click on it.

3. Press **Alt C**, then **P** to view:



4. Enter the User ID, Password, and Alias or Client ID provided by FNMS (FNMS will provide either an Alias or a Client ID, and either can be entered in this field).
5. Do *not* remove the check-mark from the Send Test Requests Only box until after you switch to the live AutoProcessor and run several

transactions in the test environment. Your transactions are sent to a special testing environment at FNMS to ensure everything is working properly. You *must*:

If you leave the check-mark after you finish testing, none of your transactions will be processed.

- Coordinate test time with your FNMS representative.
- Remove the check-mark from the Send Test Requests Only box after you finish testing.

6. At Host URL, enter the URL (Internet address). You must type **https://** before the URL. (Connection to the FNMS PayFuse Gateway is through a secure, 128-bit HTTPS Internet connection. FNMS provides the URL for connecting to the PayFuse Gateway.)
7. FNMS may provide a connection port number. If you receive a connection port number, type a colon (**:**) after the URL, then type the port number (for example, https://urlfromfnms:###).
8. If you are connecting through a proxy server (ask your company's network administrator), you must click on the Use HTPS Proxy Server box to add a check-mark.
9. If the Use HTTPS Proxy box is check-marked, fill in the following:
   - Address (proxy server address)
   - Port (proxy server port)
   - Proxy User (proxy server user)
   - Proxy Password (proxy server password).
10. At Server Connection, set a limit on the amount of time the AutoProcessor should wait for a response from the PayFuse Gateway. FNMS requires a time of between 5 seconds and 60 minutes. The default is 70 seconds (1:10); if at all possible, keep the default.

Processing Transactions

Supported Transactions

When configured to support the FNMS PayFuse Gateway, the AutoProcessor supports the following transaction actions:

Action	*Description*
H, C, C1	AUTH (AND CAPTURE)
H, C4	AUTH/HOLD
R, C3	CREDIT/REFUND
F, C5	FORCEINSERTAUTH/VOICE
D	POSTAUTH/CAPTURE
A, C6	PREAUTH
Z, CO	SHIP
V, C2	VOID

Processing Options

You can process transactions using the AutoProcessor and FNMS PayFuse Gateway using any one or any combination of the following methods:

- Perform one-pass Authorization and Capture
- Perform two-pass Authorization followed by a Capture
- Perform two-pass Auth/Hold followed by a Ship

When processing through the FNMS PayFuse Gateway, there is no separate settlement process. Your account is set up to AutoClose at a specific time of day and all captured transactions are settled at that time (see FNMS for details about the specific closing time).

Authorization and Capture or Conditional Deposit

With this approach, transactions that are sent to PayFuse are first checked for proper authorization. If the transaction is authorized, it is immediately captured for later automatic settlement. There is no need to provide a follow-up Capture transaction.

Authorization and Capture

This approach consisting of an initial authorization transaction, followed by a later Capture transaction. Capture transaction transactions can be sent individually or together; a settlement batch isn't required. The general process is as follows:

1. The external application (the merchant's software) sends an Authorization transaction to the AutoProcessor.
2. The AutoProcessor sends the transaction to PayFuse, PayFuse authorizes it, and the AutoProcessor sends the authorized transaction to the external application.
3. The external application *must store* the Transaction Reference Key with the authorized transaction. This key contains information that is specific to your processing service and that must be submitted later, with the Capture transaction. The Transaction Reference Key may contain up to 100 alphanumeric characters.

If the external application can't store the Transaction Reference Key, the merchant should use the Auth/Hold and Ship method described below.

4. Later on (for example, when the item becomes available for shipment), the external application submits a Capture transaction that includes the Transaction Reference Key.

Auth/Hold and Ship

In this approach, the AutoProcessor remembers the Transaction Reference Key. When a Auth/Hold transaction is ready to ship (entirely or in part), a Ship transaction is sent. The Ship transaction retrieves information from the matching Auth/Hold transaction. Therefore, the external application *doesn't have to store* the Transaction Reference Key. The AutoProcessor matches the Ship transaction to the Auth/Hold transaction and retrieves the Transaction Reference Key automatically.

The Ship transaction looks for a match with the Auth/Hold transaction in the following fields: Transaction ID, Account Number, and Auth Code. The Amount of the Ship transaction must be less than or equal to the authorized amount.

The process works as follows:

1. The external application (the merchant's software) sends an Auth/Hold transaction to the AutoProcessor.
2. The AutoProcessor sends the transaction to PayFuse, PayFuse approves it, and the AutoProcessor sends the successful transaction to the external application. The AutoProcessor also stores the successful transaction with the Transaction Reference Key.
3. The external application must store the returned Auth Code (as well as the transaction ID and account number) with the successful transaction.

4. Later on (for example, when the item becomes available for shipment), the external application submits a Ship transaction that includes the Auth Code.
5. The AutoProcessor matches the Ship transaction with the Auth/Hold transaction and retrieves the Transaction Reference Key.
6. The AutoProcessor sends the transaction to PayFuse for settlement.

Another approach is to use the Capture Manager to capture and settle the individual Auth/Hold transactions.

Importing and Exporting

The AutoProcessor ships with default import and export templates designed for FNMS PayFuse Gateway. A sample PayFuse-specific import file is also provided: PayFuse.txt.

Understanding Limitations and Requirements

Limitations

When processing through FNMS PayFuse Gateway, the AutoProcessor works within these specific limitations:

- Credit card and purchase card (Level II) transactions are supported.
- Check processing is not supported.
- International currencies are not supported.

System Requirements

When configured for the FNMS PayFuse Gateway, the AutoProcessor has the standard system requirements, with the following addition:

- All communications with the gateway *must* occur through a fixed TCP/IP address.

  The actual machine that communicates with PayFuse doesn't need a fixed TCP/IP address. The fixed address may come from any NAT, Firewall, or proxy that isolates your network from the Internet. This address must be given to FNMS during your set-up and installation process.

Chapter 4. Paymentech Orbital Gateway

Paymentech, through their Orbital Gateway product, provides access to both the Salem and PNS processing facilities. Interface to the Orbital Gateway is through highly secure 128-bit encrypted HTTPS communications channel.

The AutoProcessor supports Paymentech Orbital Gateway in processing credit card and Purchase Card (Level II) transactions in multinational currency.

Setting Up the AutoProcessor for Paymentech

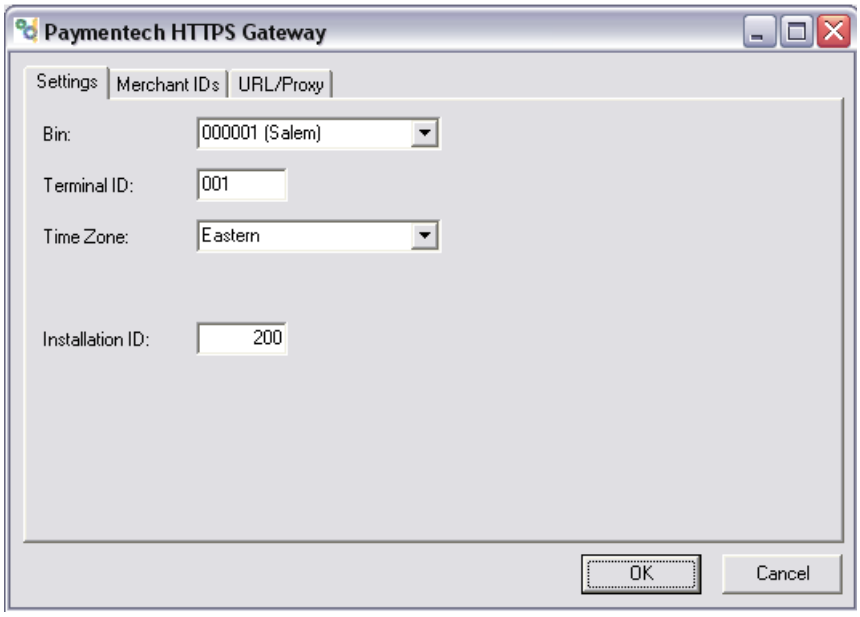
To set up the AutoProcessor to use the Paymentech Orbital Gateway:

1. Start the AutoProcessor.
2. Make sure the AutoProcessor is paused.

   If the

button is showing, click on it.

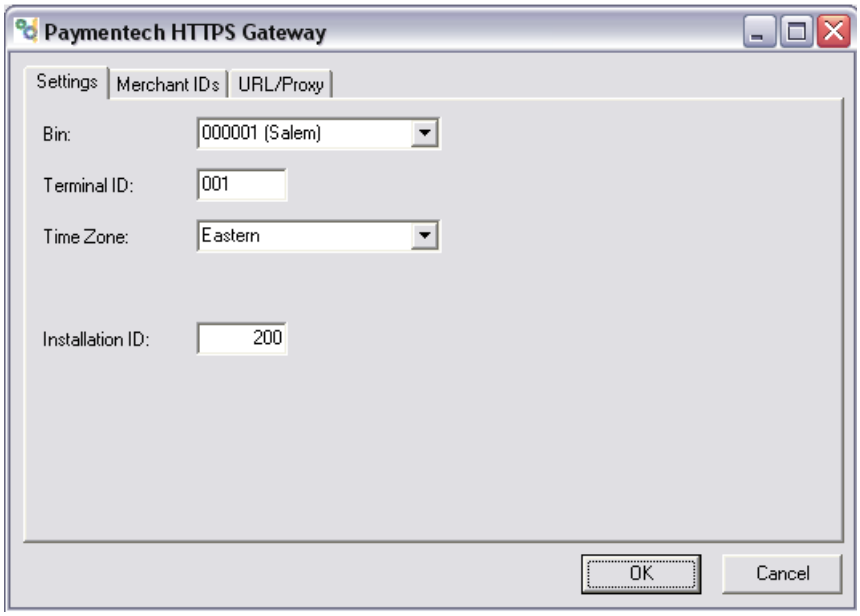
3. Click on Configure.
4. Click on Processor Settings to view:



5. Click on each tab provided (Settings, Merchant IDs, URL/Proxy) and fill in the information as described in the next sections.

Configuring the Settings

1. Click on the Settings tab to view:



2. Enter the Bin and Terminal ID provided by Paymentech.

   Under Bin, you have two choices: processing at Salem (000001) or processing at PNS (000002). These choices are provided by Paymentech.

3. Select your Time Zone.

4. At Installation ID, enter any three-digit number you like (any number between 000 and 999).

   The AutoProcessor uses the installation ID as part of a unique transaction tag submitted to Paymentech. This unique tag helps distinguish between submissions, so that Paymentech doesn't mistakenly identify two submissions as duplicates.

   If you're only running one CN!*Express* product, the installation ID is optional; otherwise, it's required.

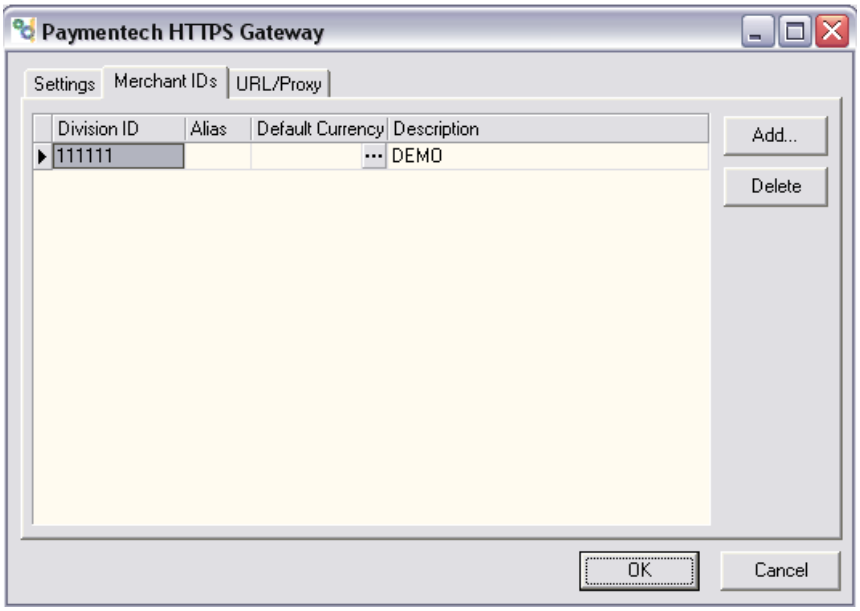
If you're running multiple CN!*Express* products (for example, both the AutoProcessor and Single User, or two copies of the AutoProcessor), **you *must* enter a unique installation ID** for each product you install.

Configuring Merchant IDs

The information under the Merchant IDs tab is used later on when you configure import files. (During import configuration, the merchant—or division—IDs and their associated descriptions are automatically listed under the Default Values tab).

The AutoProcessor supports multiple Paymentech merchant IDs. These IDs are six-digits long for Salem (000001) accounts (and are called division IDs); they are twelve-digits long for PNS (000002) accounts. There is no additional software charge from Auric Systems International for adding multiple merchant IDs to your software.

1. Click on the Merchant ID tab to view:



2. The merchant ID number is supplied by your processing service and must be entered exactly as supplied. Do one of the following:
   - Either type over the demonstration number provided with the AutoProcessor (shown above as 11111)
   - Or add your specific merchant ID number(s) and then delete the demonstration number.

   If you configure imports for files that include merchant IDs, then those IDs **must** appear in this list. Otherwise, your transactions will fail.

Your transaction records must show tildes (~) on either side of the alias: ~KPR~. However, do *not* type the tildes in the Alias box of the AutoProcessor.

3. Once you provide a merchant ID number, you can (if desired) type an alias into the Alias box and type a description into the Description box:
   - The alias is needed only to provide compatibility with certain files (such as ICV-style). Otherwise, it's optional. Each alias is

four characters or less, and must be unique. Do not type tildes in the Alias box.

- The description can be any combination of letters and numbers.

4. Under Default Currency, click on ··· to view a list of currencies.

The default currency is U.S. dollars.

Click on the currency you want. The AutoProcessor and management tools automatically use that currency for all transactions processed with that merchant ID number.

If you don't make a choice or if your choice is rejected for some reason (for example, your processing service doesn't handle that currency), U.S. dollars are used by default.

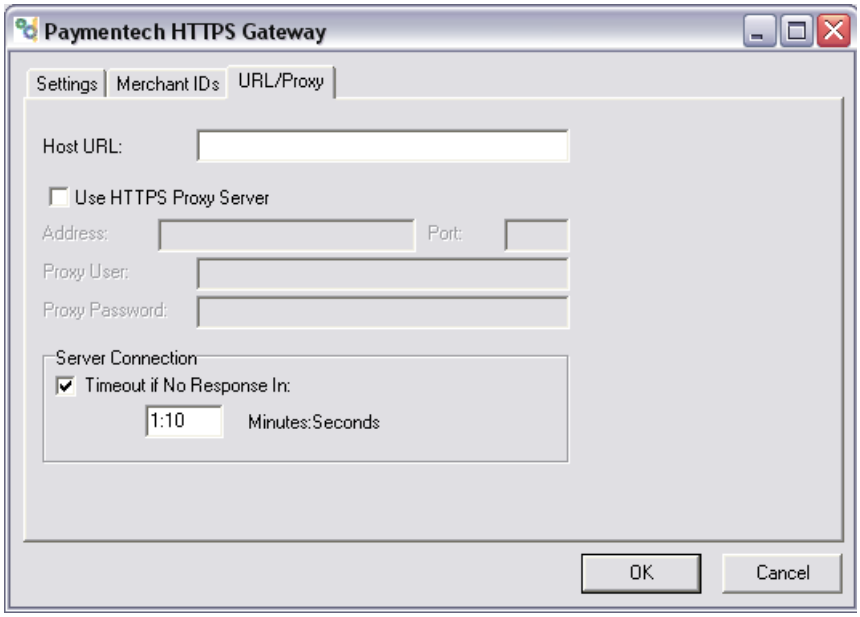
5. If you have more than one row of information, you can sort the rows by any one column. Click on the column's title to sort in increasing or decreasing order.

Configuring the URL/Proxy Connection

Connection to the Paymentech Orbital Gateway is through a secure, 128-bit HTTPS Internet connection.Paymentech provides the URL (Internet address) for connecting to the Orbital Gateway.

To enter the URL:

1. Click on the URL/Proxy tab to view:



2. At Host URL, enter the URL. You must type **https://** before the URL.
3. Paymentech may provide a connection port number. If you receive a connection port number, type a colon (**:**) after the URL, then type the port number; for example:

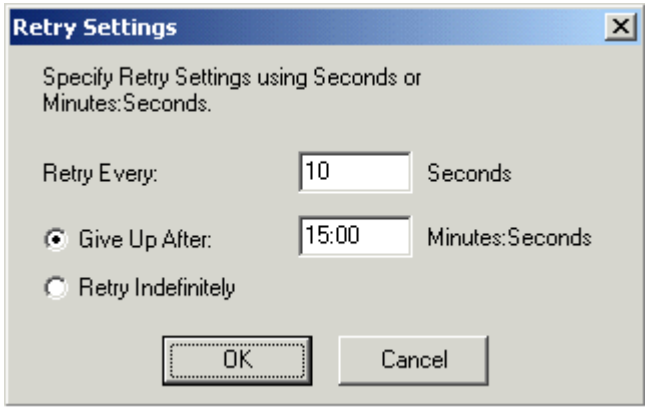
   https://urlfrompaymentech:111

4. If you are connecting through a proxy server (ask your company's network administrator), you must click on the Use HTPS Proxy Server box to add a check-mark.
5. If the Use HTTPS Proxy box is check-marked, fill in the following:
   - Address (proxy server address)
   - Port (proxy server port)
   - Proxy User (proxy server user)
   - Proxy Password (proxy server password).
6. Change the default Server Connection information, if necessary. If the AutoProcessor can't immediately connect to your processing service, this information determines (a) how long the AutoProcessor keeps trying (Timeout); whether the AutoProcessor tries again (Retry Connection); how long the AutoProcessor waits before retrying (Settings); and when the AutoProcessor gives up

entirely (Settings). If at all possible, Auric Systems International recommends keeping the defaults.

Option	*If You Keep the Default, the AutoProcessor . . .*	*If You Change the Default, the AutoProcessor . . .*
Timeout if No Response In:	☑ If the AutoProcessor can't connect to the processing service, it keeps trying continuously for the amount of time shown in the Minutes:Seconds box. The default (and minimum time) is 1 minute, 10 seconds. The maximum time is 59 minutes, 59 seconds. Within those limits, you can select any length of time you prefer.	☐ If the AutoProcessor can't connect to the processing service on the first try, it gives up.
Retry Connection to Server After Failure	☑ If the processing service doesn't respond before the timeout, the AutoProcessor waits a specified time and tries again (the default is every 10 seconds)	☐ If the processing service doesn't respond before the timeout, the AutoProcessor gives up.

7. If you want to change the defaults for Retry Connection, press [Settings...] to view:



8. Change the default retry settings as follows:
   - Retry Every: By default, if the timeout period expires before the AutoProcessor reaches your processing service, the AutoProcessor waits 10 seconds and tries again. You can change this waiting time to any amount between 1 second and 59 minutes, 59 seconds.
   - Give Up After: By default, the AutoProcessor stops retrying after 15 minutes. (That is, assuming the defaults, it waits 10 seconds, retries continuously for 70 seconds, waits another 10 seconds, retries continuously for 70 seconds and so on until 15 minutes are up.) You can change this deadline to any amount between 1 second and 59 minutes, 59 seconds.
   - Retry Indefinitely: If you don't want the AutoProcessor to give up, click on this radio button. The default is that the AutoProcessor does *not* retry indefinitely.
9. Click on

10. Click on

Processing Transactions

Supported Transactions

When configured to support Paymentech Orbital Gateway, the Capture Manager supports the following transaction actions:

Action	*Description*
H, C5	AUTH/HOLD
A, C6	AUTHORIZATION
S, C, C1	AUTHORIZATION AND CAPTURE/CONDITIONAL DEPOSIT
D	CAPTURE
F, C5	FORCED CAPTURE/VOICE AUTH
R, C3	REFUND
Z, CO	SHIP/CAPTURE AN AUTH/HOLD
V, C2	VOID

These transaction actions are supported for both Salem and PNS accounts.

Processing Options

To process transactions using the AutoProcessor and Paymentech Orbital Gateway, use any of the following methods:

- Perform one-pass Authorization and Capture
- Perform two-pass Authorization followed by a Capture
- Perform two-pass Auth/Hold followed by a Ship

With the Paymentech Orbital Gateway, your account is set up to AutoClose at a specific time of day and all captured transactions are settled at that time (contact Paymentech for details about the closing time). There's no separate settlement process.

Authorization and Capture or Conditional Deposit

With this approach, transactions sent to Paymentech are first checked for proper authorization. If the transaction is authorized, it's immediately captured for later automatic settlement. There's no need to provide a follow-up Capture transaction.

Authorization and Capture

This approach consisting of an initial authorization transaction, followed by a later Capture transaction. Capture transaction transactions can be sent individually or together; a settlement batch isn't required. The general process is as follows:

1. The external application (the merchant's software) sends an Authorization transaction to the AutoProcessor.
2. The AutoProcessor sends the transaction to Paymentech, Paymentech authorizes it, and the AutoProcessor sends the authorized transaction to the external application.
3. The external application *must store* the Transaction Reference Key with the authorized transaction. This key contains information that is specific to your processing service and that must be submitted later, with the Capture transaction. The Transaction Reference Key may contain up to 100 alphanumeric characters.

If the external application can't store the Transaction Reference Key, the merchant should use the Auth/Hold and Ship method described below.

4. Later on (for example, when the item becomes available for shipment), the external application submits a Capture transaction that includes the Transaction Reference Key.

Auth/Hold and Ship

In this approach, the AutoProcessor remembers the Transaction Reference Key. When a Auth/Hold transaction is ready to ship (entirely or in part), a Ship transaction is sent. The Ship transaction retrieves information from the matching Auth/Hold transaction. Therefore, the external application *doesn't have to store* the Transaction Reference Key. The AutoProcessor matches the Ship transaction to the Auth/Hold transaction and retrieves the Transaction Reference Key automatically.

The Ship transaction looks for a match with the Auth/Hold transaction in the following fields: Transaction ID, Account Number, Auth Code, and Amount. The amount of the Ship transaction must be less than or equal to the authorized amount.

The process works as follows:

1. The external application (the merchant's software) sends an Auth/Hold transaction to the AutoProcessor.
2. The AutoProcessor sends the transaction to Paymentech, Paymentech approves it, and the AutoProcessor sends the successful transaction to the external application. The AutoProcessor also stores the successful transaction with the Transaction Reference Key.

3. The external application must store the returned Auth Code (as well as the transaction ID and account number) with the successful transaction.
4. Later on (for example, when the item becomes available for shipment), the external application submits a Ship transaction that includes the Auth Code.
5. The AutoProcessor matches the Ship transaction with the Auth/Hold transaction and retrieves the Transaction Reference Key.
6. The AutoProcessor sends the transaction to Paymentech for settlement.

Another approach is to use the Capture Manager to select specific transactions to be settled at the end of the day.

Importing and Exporting

CN!Express CX-6000 AutoProcessor ships with default import and export templates designed for Paymentech Orbital Gateway. A sample Paymentech-specific import files is also provided: PTECH.txt.

Understanding Limitations and Requirements

Limitations

When processing through Paymentech Orbital Gateway, the AutoProcessor has the following specific limitations:

- Credit card and purchase card (Level II) transactions are supported.
- Check processing is supported for Salem (000001).
- International currencies are supported for Salem (000001).
- Per-transaction eFalcon fraud detection is available (please contact your Paymentech representative for details).

System Requirements

When configured for the Paymentech Orbital Gateway, the AutoProcessor has the standard system requirements, with the following addition:

- All communications with the gateway *must* occur through a fixed TCP/IP address.

  The actual machine that communicates with Paymentech doesn't need a fixed TCP/IP address. The fixed address may come from any NAT, Firewall, or proxy that isolates your network from the Internet. This address must be given to Paymentech during your set-up and installation process.

Part III. Appendices and Index

Appendix A. Keyboard Shortcuts

This chapter describes how to use your keyboard instead of menus and buttons to perform most actions in the AutoProcessor.

A table of keyboard commands appears on the next page. It's organized by menu. In this table, the sequence **ALT C, D** means "hold down the **ALT** key and tap the **C** key, then release both keys and tap the **D** key."

Menu	*Task . . .*	*Press These Keys . . .*
Configure	Configure (open menu)	**ALT C**
	Directories	**ALT C, D**
	Exports	**ALT C, E**
	Imports	**ALT C, I**
	Options	**ALT C, O**
	Processor Settings	**ALT C, P**
	Remote Utility Communication	**ALT C, R**
	Serial Number and Activation Key	**ALT C, N**
File	File (open menu)	**ALT F**
	Archive	**ALT F, A**
	Close	**ALT F, C**
	Exit (application only)	**ALT F, X**
	Recover	**ALT F, R**
Help	Help (open menu)	**ALT H**
	About	**ALT H, A**
	Auric Systems International Home Page	**ALT H, H**
	Field Reference	**ALT H, F**
	Get Acrobat Reader	**ALT H, G**
	Maintenance Contract (not available in demo version)	**ALT H, I**
	Management Tools Manual (for Viewer and Capture Manager only)	**ALT H, M**
	User Manual (for AutoProcessor only)	**ALT H, U** **or press F1 on your keyboard**
Queue	Queue (open menu)	**ALT Q**
	Pause/Resume (toggle)	**ALT Q, P or ALT Q, R**
	Remove Job	**ALT Q, V or DEL key**

The following table lists keyboard commands for buttons:

Button	*Press These Keys . . .*
	ENTER
	ALT Q, P
	ALT Q, R

Appendix B. ICVerify® (ICV-Style) Files

CN!*Express* AutoProcessor is able to communicate with third-party applications that require ICV-style import and export files. This appendix describes how to set up ICV-style import and export using the AutoProcessor's built-in templates.

Preparing for Configuration

ICV-Style Actions

The following table lists:

- The ICV-style actions that the AutoProcessor supports
- The equivalent in AutoProcessor terms.

ICV-Style Action	*AutoProcessor Action*	*Abbreviation*
C1	Sale	S or C
C2 CR	Void	V
C3	Refund/Credit	R
C4	Auth/Hold	H
C5	Voice	F
C6	Authorization/ Authorization and Capture	A
CO	Ship	Z

The ship action (CO) is used to capture transactions that were previously processed as auth/holds.

Defaults

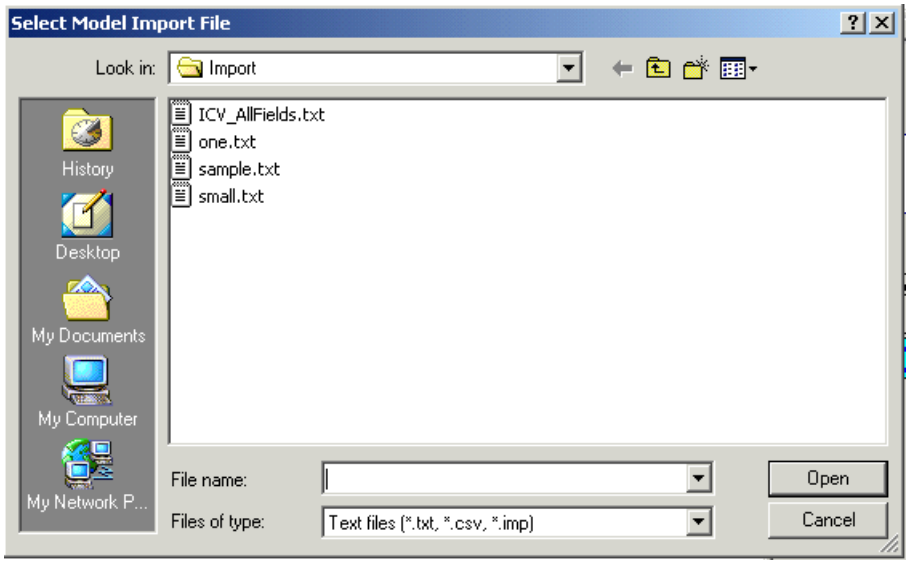
If you make changes, then want to undo them, *don't* click on the DEFAULT button. That button returns all settings to the appropriate defaults for SAMPLE.TXT and SMALL.TXT.

To return to the defaults for an ICV-style format, click on

Then select the template you want.

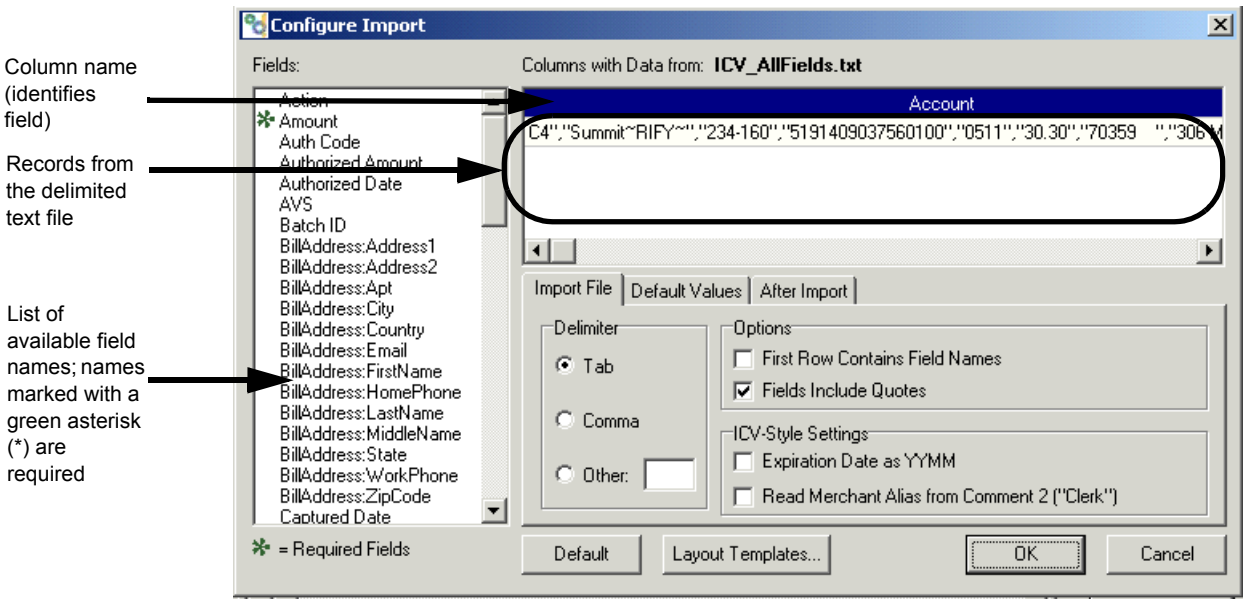
Configuring Imports with Templates

1. Click on Configure.
2. Click on Imports to view:



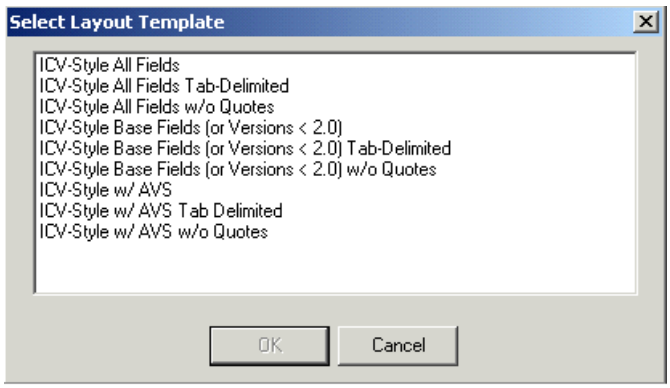
3. Double click on a text file, one that can serve as an example for setting up the rest of your text files. (For this example, double click on ICV_ALLFIELDS.TXT, which is a file supplied with the AutoProcessor.) You can configure imports using a file with an .TXT, or .CSV, or .IMP extension; but for the actual processing, the AutoProcessor only accepts files with a .IMP extension.

   The file you choose to work with appears on a screen like the following:



Each record is a transaction.

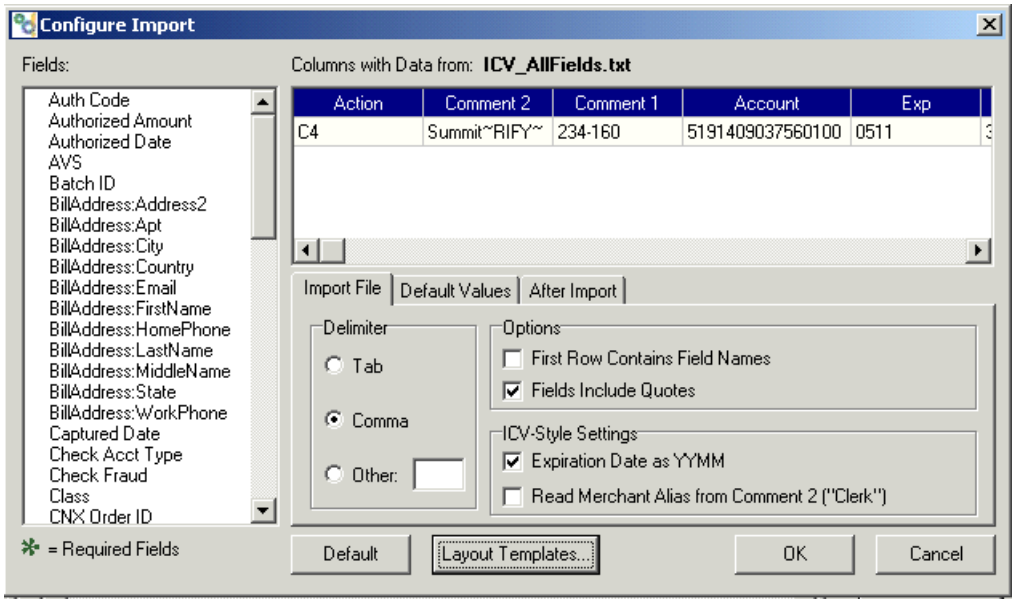
4. To format your file, click on Layout Templates... to view:


Select Layout Template
ICV-Style All Fields
ICV-Style All Fields Tab-Delimited
ICV-Style All Fields w/o Quotes
ICV-Style Base Fields (or Versions < 2.0)
ICV-Style Base Fields (or Versions < 2.0) Tab-Delimited
ICV-Style Base Fields (or Versions < 2.0) w/o Quotes
ICV-Style w/ AVS
ICV-Style w/ AVS Tab Delimited
ICV-Style w/ AVS w/o Quotes
OK
Cancel

The templates listed come with the AutoProcessor. Each template has a slightly different selection and arrangement of columns.

5. Click on the template you prefer. For this example, ICV-STYLE ALL FIELDS is chosen.

6. Click on OK to view:



The AutoProcessor assigns its best estimate of the correct field name to each column. If you have selected the correct text file (at Step 3) and the correct template (at Step 5), *you should not need to make any further changes*. Go to Step 12.

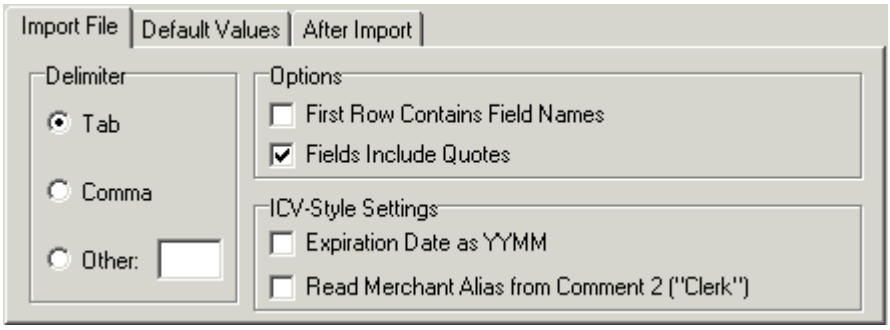
7. To change a field name, click on a field name in the Fields list, then drag the name to the column.

   If you place your selection over an existing column name (for example, replacing BillAddress with ShipAddress), the old name automatically returns to the Fields list.

   If you don't assign a field name to a column, then that column of information isn't sent to your processing service; unassigned columns aren't sent.

If you want to use your configured aliases to signify the Merchant IDs, place the Comment 2 field name above the column that contains the aliases. You must also place a check-mark next to "Read Merchant Alias from Comment 2 ("Clerk")."

8. Click on the Import File tab to view:



The AutoProcessor automatically selects the correct defaults for the text file and template you chose, as explained in the following steps.

9. The AutoProcessor automatically chooses the correct Delimiter.However, you can click on a radio button to change it.

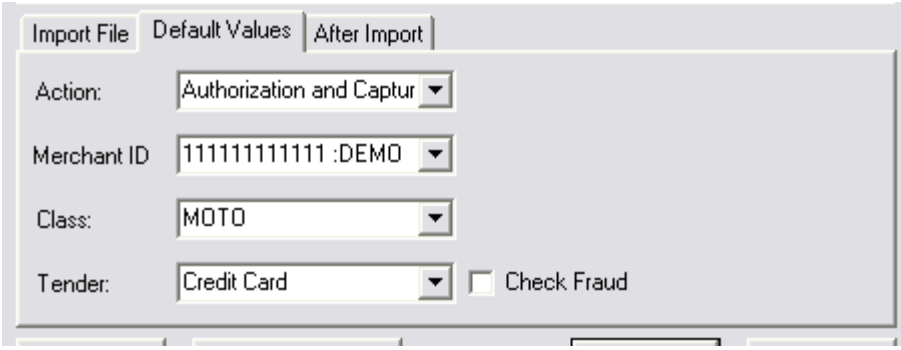
10. The AutoProcessor automatically makes the appropriate choices under Options. However, you can change them:

Option	*No Check-Mark*	*Check-Mark*
First Row Contains Field Names	☐ Assumes that the first row of text is the record of a transaction, not a list of field names.	☑ Assumes that the first row of text contains field names.
Fields Include Quotes	☐ Assumes that any quotes are part of the transaction record and includes them in the record sent to the processing service.	☑ Assumes that any quotes around a field aren't part of the transaction and deletes the quotes.

11. The AutoProcessor automatically makes the appropriate choices under ICV-Style Settings. However, you can change them:

Option	*No Check-Mark . . .*	*Check-Mark . . .*
EXPIRATION DATE AS YYMM	☐ Assumes that dates are in the form MMYY; for example, 03/02 would be March 2002.	☑ Assumes that dates are in the form YYMM; for example, 03/02 would be February 2003.
READ MERCHANT ALIAS FROM COMMENT 2 ("CLERK") [established when you configure processor settings]	☐ Doesn't read the merchant alias.	☑ Reads the merchant alias from the Comment 2 field and sets the Merchant ID for this transaction to the one that matches the alias.

12. Click on Default Values to view:



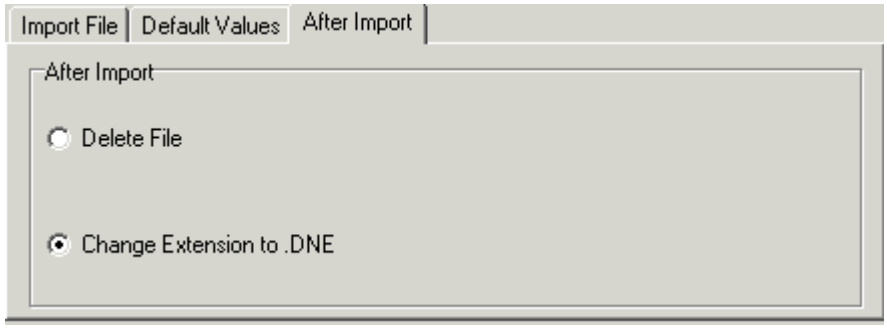
If your file does specify an action for each transaction, the AutoProcessor automatically ignores the default.

13. If your import file doesn't specify an Action field for each transaction, you must set the default Action to one of the choices (such as Authorization and Capture or Refund). For example, if you select Refund, every transaction that the AutoProcessor sends to the processing service is considered to be a refund.

    The SHIP action is specifically for re-importing ICV-style transactions that were previously imported as Held Auths. Do *not* use SHIP for any other purpose. Do *not* use CAPTURE for re-importing these transactions.

Capture is used only for previous Authorizations, never for Held Auths.

14. You may need to change other defaults, such as Division, Class (MOTO, recurring, or E-commerce), and Tender (credit card, purchase card, or check). The choices that appear depend upon your processing service.
15. Click on Check Fraud to add a check-mark if you want your processing service to automatically check every transaction for fraud. You should first contact your processing service to find out if they offer automatic fraud checking and whether they have any special requirements.The default is no fraud checking.
16. Click on After Imports to view:



Here you tell CN!*Express* how to handle the import file after importing it. The default is to change the file's extension to .DNE, and save it.

If you click on the Delete File radio button, CN!*Express* deletes the file after import.

Auric Systems International recommends creating a done file.

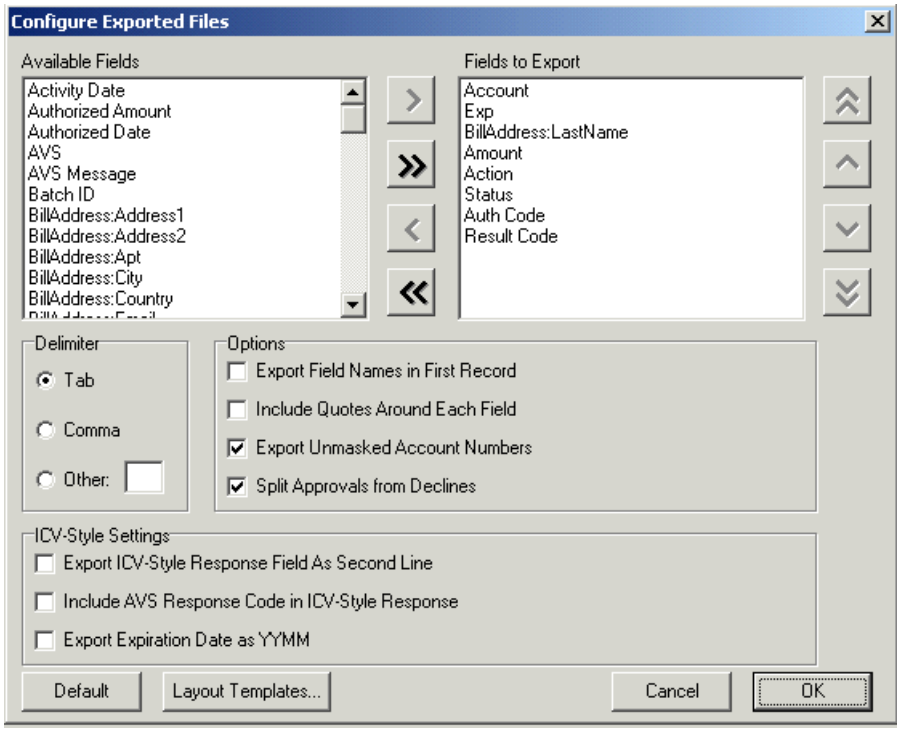
17. When your configuration is finished, click on

to leave the Configure Import screen.

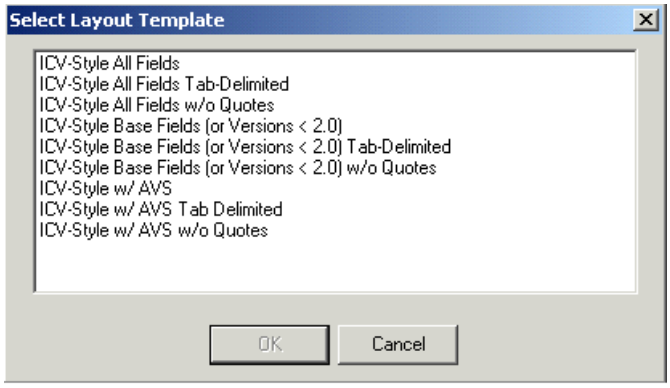
When your imports are configured, you can configure exports.

Configuring Exports with Templates

1. Click on Configure.
2. Click on Exports to view:



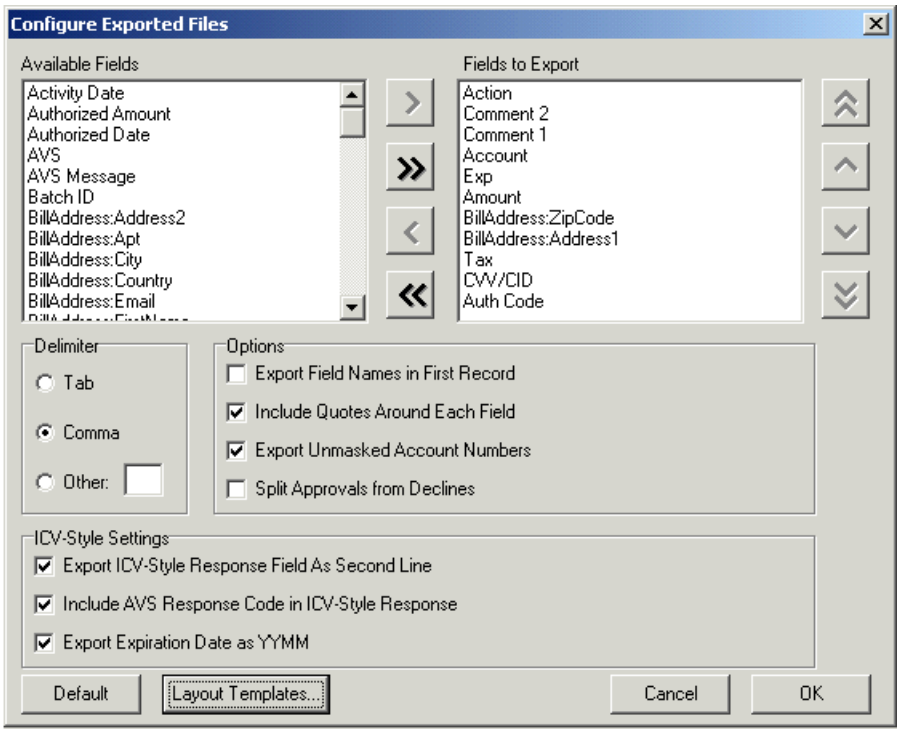
3. Click on Layout Templates... to view:


Select Layout Template
ICV-Style All Fields
ICV-Style All Fields Tab-Delimited
ICV-Style All Fields w/o Quotes
ICV-Style Base Fields (or Versions < 2.0)
ICV-Style Base Fields (or Versions < 2.0) Tab-Delimited
ICV-Style Base Fields (or Versions < 2.0) w/o Quotes
ICV-Style w/ AVS
ICV-Style w/ AVS Tab Delimited
ICV-Style w/ AVS w/o Quotes
OK
Cancel

The templates listed come with the AutoProcessor. Each template has a slightly different selection and arrangement of columns.

4. Click on the template you prefer. For this example, ICV-STYLE ALL FIELDS is chosen.

5. Click on OK to view:



6. There are two main boxes on the Configure Exported Files screen: Available Fields and Fields to Export. Based on the type of ICV-style template you chose, certain default fields appear in the FIELDS TO EXPORT box. You may want to change or add to these fields. For example, if you add the Response Text field, you'll be able to see why the processing service declined a transaction. That information may tell you how to fix your import configuration to reduce the number of declines.

To move a field from one box to the other, select the field by clicking on the field name. Then:

Click on . . .	*To . . .*
	Move the selected field into the Fields to Export box
	Move all the available fields into the Fields to Export box
	Move the selected field into the Available Fields box (that field isn't exported)
	Move all the fields into the Available Fields box (no fields are exported)

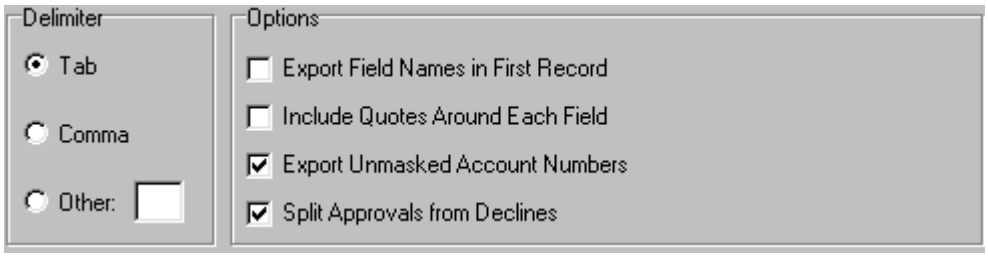
To select more than one field at a time, first click on one field name, then hold down the **Ctrl** key on your keyboard and click on any additional field name(s).

7. The first field shown in the Fields to Export box is the first field to appear the record for each transaction. To change a field's position, select the field by clicking on the field name. Then:

Click on . . .	*To Move a Field . . .*
	To the top spot in the box (the beginning of the record)
	Up one spot
	Down one spot
	To the bottom spot in the box (the end of the record)

The AutoProcessor arranges each transaction record to show the fields you chose at Step 3, in the order you chose at Step 4.

8. If necessary, change the defaults under Delimiter and Options:

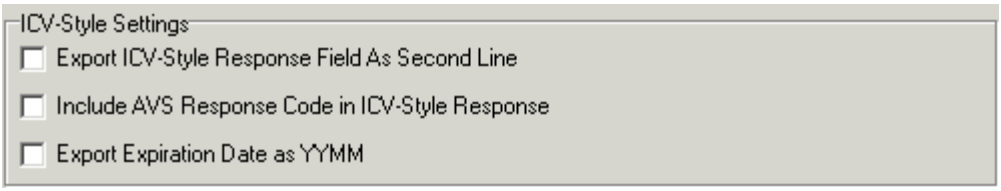


The AutoProcessor automatically chooses defaults to match the type of template you selected. You can change these defaults if you want to.

9. Click on a radio button to choose a Delimiter.
10. Click on any of the choices under OPTIONS:

Option	*No Check-Mark . . .*	*Check-Mark . . .*
Export Field Names in First Record	☐ Doesn't show the field names for the fields.	☑ Shows the field names. *You must place a check-mark here.*
Include Quotes Around Each Field	☐ Omits quotes around field names.	☑ Places quotes around fields.
Export Unmasked Account Numbers	☐ Exports only the last four digits of the account number.	☑ Exports the full account number.
Split Approvals from Declines	☐ Places all transactions (approved, declined, and rejected) in a single .EXP file in the EXPORT directory.	☑ Places approved transactions in a .OK file in the EXPORT directory, and declined/rejected transactions in a .BAD file in the DECLINES directory.

11. If necessary, change the defaults in the ICV-STYLE SETTINGS box:


ICV-Style Settings
Export ICV-Style Response Field As Second Line
Include AVS Response Code in ICV-Style Response
Export Expiration Date as YYMM

Click on any of the choices:

Option	*If You Keep the Default, the AutoProcessor . . .*	*If You Change the Default, the AutoProcessor . . .*
Export ICV-Style Response Field As Second Line	☐ Doesn't export the ICV-style response field.	☑ Exports the response field. You *must* check-mark if you want to include the AVS response code.
Include AVS Response Code in ICV-Style Response	☐ Omits AVS response code	☑ Exports AVS response code in the response line.
Export Expiration Date as YYMM	☐ Exports dates in the form MMYY; for example, 03/02 would be March 2002	☑ Exports dates in the form YYMM; for example, 03/02 would be February 2003

12. When you've configured your export files the way you want them, click on OK

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